



Day Service Volunteer
Application Pack

Role Details

Role:	Day Service Volunteer
Location:	Headway East London, Timber Wharf, 238-240 Kingsland Road E2 8AX
Days/Times:	One day per week (Monday to Friday 10am - 3pm) for a minimum of 4 months
Responsible to:	Volunteer Coordinator

About Us

Headway East London (www.headwayeastlondon.org) is a charity supporting people affected by brain injury. Working across 13 London boroughs we offer specialist support and services for survivors and their families. We offer therapies, advocacy, family support and community support work alongside our day service: a community venue where people can make the most of their abilities and interests.

We also promote awareness and understanding of brain injury by providing information to the public, and offering training to university students, professionals and businesses.

Our vision is to build a community where people with brain injury are valued, respected and able to fulfil their potential.

About the Role

We are looking for a **Volunteer** to assist in the running of the daily programme of activities at Headway East London. Volunteering with us, you'll get involved in the fun and creative activities going on at our Day Service. Every day is different: you could help in our art studio, assist in the kitchen or take part in a music session. You'll be supporting our members one-to-one and in groups. You don't need any special skills or knowledge, we'll give you the induction you need, and support is always on hand, with regular volunteer meetings, training sessions and supervision.



Main Duties

- To help Headway staff manage the activity programme for each member by offering one to one support or in small groups.
- To assist members with specific activities that prove challenging for them i.e. using computers, cooking, engaging in art activities.
- To initiate discussion, games or activities and encourage members to take part.
- To help floor staff around lunchtime (food preps. setting up tables, dishing out and serving food).
- To assist with keeping the Headway centre safe, clean and tidy all times by taking on tasks such as collecting and washing cups, tidying up resources' shelves, wiping tables before lunch etc...
- To inform floor staff about activities undertaken with members and any significant changes in mood or behaviour.
- To take members to social events and outings and being able to assist individuals needing to use a wheelchair.
- To undergo training as required and attend volunteer debriefs and supervision.
- To undertake any other duties that may reasonably be required.

Person Specification

- Aged 18 or over.
- Experience working with people
- Clear and sensitive communication.
- Ability to relate well to people on a one-to-one basis and be sympathetic to others' situations.
- Patience and sense of humour.
- Common sense, flexibility and initiative.
- Committed, reliable and enthusiastic.
- Willing to participate in a variety of activities appropriate for our members.
- Prepared to lead an activity with a small group of members.
- Committed to the values, vision and objectives of Headway East London
- Committed to equal opportunity and able to maintain confidentiality.



Commitment

The role requires a minimum commitment of **at least 4 months, one day a week Monday to Friday 10am-3pm**. Volunteers need to sign a volunteer agreement and confidentiality form.

Selection

The selection process is as follows:

1. Fill out a **short application form** (available on our website) and provide **two referees**.
2. On receipt of satisfactory references, we will invite you for an informal interview.
3. Our Volunteer Coordinator Kat will contact you to arrange a visit which will last from 10am – 1pm.
4. A start date will be agreed.
5. You will be asked to sign a Volunteer Agreement, Confidentiality, and Consent form.

Potential volunteers with a brain injury will go through stage 1 & 2 and then will be asked to complete an additional form to ensure we give appropriate support. A visit to the centre from 10am-12pm can be arranged before filling out the application form.



Benefits of Volunteering with Us

At Headway East London we value our volunteers and their contributions to the organisation. We have a vivacious team of volunteers some of which have been with us for over 20 years and we continue to celebrate them and are constantly working towards providing new opportunities.

You will be able to join a lively community of people with a wide range of interests and skills. We are happy to provide references.

Additional benefits of volunteering with us are:

Training/Support

Each volunteer is given an **induction** which includes information on health & safety, fire precautions, confidentiality, equal opportunities and a brief outline of the long-term effects of head injury.

As part of this role, you will receive ongoing support and have the opportunity to gain experience in Health and Social Care.

To fully support our volunteers in their role we provide:

- **daily volunteer meeting** will take place 10.00am -10.30am
- a **training session** once a month delivered by our specialist staff
- a **debrief session** once a month 3.00-3.30pm
- **one to one supervision** starting after the first 4 months and yearly appraisal meetings

Expenses

Travel expenses to and from the Headway are paid. (Car mileage or public transport costs within London only). Free lunch is also provided at the centre or alternatively we reimburse up to £3.50 lunch expenses. For any expenses claimed a receipt must be provided.

