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|  |  Volunteer Role Description**Community Outreach Volunteer (Coventry)** |
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**Background**

The number of people in the UK in need of financial support is increasing every day. Turn2us wants to make it easier for people to access our services. We want to bring our online tools into community spaces like food banks, children’s centres and carer’s centres.

Easier access will mean more people use our services, more people access financial support and ultimately incomes will increase. Turn2us Volunteers are a key part of this.

We are starting to build a network of Turn2us volunteers across the country that will support people face to face. As a Community Outreach Volunteer you will sit with people and help them uncover what benefits and grants they are eligible to apply for using the Turn2us Benefits Calculator and Grants Search. You will also be there to guide people through benefit and grant application forms.

We are piloting this project in Coventry in partnership with The Trussell Trust.

The Trussell Trust manages a network of food banks across the UK ensuring people on low incomes don’t go without food. The Trussell Trust has reported an increase in the number of people coming to the food banks to get emergency help. It **provided 658,048 emergency supplies to people in crisis between April and September 2018, a 13% increase on the same period in 2017.**

As a Turn2us Community Outreach Volunteer, you will be stationed alongside Trussell Trust Volunteers in food banks in Coventry.

**Where**

The project is starting off in 4 foodbanks in Coventry; Queen’s Road Baptist Church, The Hope Centre (Hillfields), Coventry City Mission (Wood End) and Foleshill Baptist Church.

As a volunteer you could be based in any of these locations depending on your availability and the demand for our services in those locations.

**When**

Each food bank runs a different schedule, see below:

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| **Food Bank** | **Day** | **Time** |
| Queen’s Road Baptist Church | Monday and Thursday | 9am- 12pm |
| Coventry City Mission | Tuesday | 12- 2pm |
| Foleshill Baptist Church | Wednesday  | 12- 2pm |
| The Hope Centre | Friday | 1- 3pm |

When you volunteer would depend on your availability and how much time you would like to commit.

**Time Commitment**

We are looking for volunteers to commit to at least 1 slot per week. If you are willing to do more, that would be great. If you can only do 1 slot per week that is equally as great.

We like to be as flexible as we can, so we can have a chat about this at any time.

**Tasks involved**

* Talking to people on a 121 basis to identify what support they need
* Completing benefits calculations with people using the Turn2us Benefit Calculator
* Completing grants searches with people using the Turn2us Grants Search
* Assisting eligible people to apply for charitable Grants (including our own, the Elizabeth Finn Fund and the Response Fund)
* Signposting to other organisations as needed and where appropriate

**Skills required**

* Good verbal communication skills – able to speak to people from all backgrounds constructively.
* An understanding of the need for confidentiality around information disclosed to you.
* Empathy or the ability to understand and not judge another person’s life situation or feelings
* Personal or professional experience of the benefits system would be an advantage
* Ability to use computers/ tablets and the internet for research and use of Turn2us tools

**Training and Support**

* All volunteers receive an induction to Turn2us and relevant training for their role.
* Training may be face to face or through online modules, or a mixture of both.
* Volunteers are supported by our Volunteer Project Officer, Volunteer Support Manager and the Volunteer Support Officers.
* You’ll receive regular support and updates on the work of Turn2us.

**What’s in it for you?**

* Volunteering makes you happier and healthier!
* You will have the opportunity to develop your skills and experience which will look great on your CV.
* You’ll feel great knowing you are making a positive change to the lives of people who are struggling financially.
* You’ll be fully supported by a national charity which has achieved the Investing in Volunteers (IiV) quality mark for our volunteering programme.
* After a qualifying period of satisfactory volunteering, you’ll be able to ask for a reference.

**Additional information**

* We will need two referees we can contact for their opinions on your suitability for this role.
* It is not mandatory, but we ask that you complete the diversity monitoring form to ensure we are involving as wide a range of people as possible.
* We adhere to current GDPR legislation and will provide you with guidance during training about storing confidential information. Your details will be stored safely and never passed on to other agencies without your prior consent.

Please see our Privacy Policy at [www.turn2us.org.uk/Privacy-Policy](http://www.turn2us.org.uk/Privacy-Policy) for further information on how we will use your information.