

Volunteer Role Description FHP Community Champion

Use your skills and local knowledge to help the digitally excluded get access to financial support

Background

This role is part of our commitment to support people who may struggle accessing our online tools and resources. Turn2us wants to reach everyone who is affected by financial hardship.

This includes disadvantaged groups who need additional support to improve their financial situation. We want to overcome the stigma of seeking financial support and reassure people that it's OK to ask for help and that they'll be treated with respect.

Where

This role is home-based and out & about within your local community, as well as potential travel to our HQ in Hammersmith and to regional events where necessary.

When

This is an ongoing role which can be tailored to fit in with your time and availability.

Time Commitment

This role is supported by the Communications Team – though there are many tasks involved, we are on hand to help fill in the gaps. This means you are able to take on as much or as little as you can!

Main Purpose of the Role

To raise awareness of the Turn2us Helpline to those who struggle to use our online tools.

Task Involved

(As a Community Champion, you are unlikely to undertake all of these tasks at once, which of these you do will depend on your skill set and availability!)

- Research places in your local area where our target groups meet and can be easily accessed.
- Raise awareness of the issues faced by those who are struggling to make ends meet in your local area. This can be done through engaging with a variety of people – including MPs, local councillors, media, charities and community organisations.
- Build relationships with local groups working with people with disabilities and older people – these are people who could benefit from our Helpline and other Turn2us Tools.
- Help to recruit new volunteers in key locations.
- Distribute leaflets, information and other collateral to places where our target groups gather and talk to them about the work Turn2us does.

Training and Support

- Our Community Champion Toolkit – a helpful guide which walks you through many of the tasks!
- All volunteers receive a comprehensive induction to Turn2us and relevant training for their role.
- Volunteers are supported by the Communications Team as well as our Volunteer Support Manager and Volunteer Support Officers where necessary.
- We will reimburse reasonable travel/mileage and lunch/refreshments expenses in line with our volunteer expenses policy.
- You'll receive regular support and updates on the work of Turn2us.

Skills required

- Good verbal communication skills – able to speak to people from all backgrounds constructively.

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- The ability to show empathy whilst remaining objective.
- An understanding of the need for confidentiality around information disclosed to you.
- Good computer skills and a willingness to be contacted via email.
- Good organisational skills and time management.
- Willingness to travel.
- Willingness to adhere to all relevant organisational policies and procedures.

What's in it for you?

- This role is ideal for someone who wants to help others but cannot commit to a regular day or time.
- You'll gain a real personal benefit from knowing you are making a positive change to the lives of people who are struggling to get by.
- You'll be part of a national charity which has achieved the national Investing in Volunteers quality mark for our volunteering programme.
- You can broaden your social circle by meeting new Turn2us volunteers and through the community engagement work involved.
- The role will help further develop your skills and experience in event management, PR and campaigning, and will look great on your CV!

Additional information

- This role does not meet the criteria for a DBS check but we will need two referees we can contact to for their opinions on your suitability for this role.
- 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 for further information on how we will use your information.