

VOLUNTEER

Peer Support Volunteer

Creating homes.
Building lives.

Jigsaw

ABOUT US

We are one of the largest housing groups in England with more than 37,500 homes across the North West and East Midlands. Jigsaw Homes Group creates new and exciting opportunities for tenants and customers.

We provide quality, low-cost housing and play a wider role in making sure our residents thrive in their homes and benefit from living in healthy, sustainable communities.

We are well placed to respond to challenges including welfare reform, poverty and social exclusion and are committed to tackling the housing crisis and homelessness by building more affordable homes for people to rent and buy.

As a sector leader, we will also innovate and inspire, driving technology and efficiency through new products and services. We strive to be a top housing provider and an employer of choice. We look forward to working with you.

DETAILS

References:	Please note that any offer made by the Group and subsequent employment is subject to the Group receiving two satisfactory references, one of whom should be your current or most recent employer.
Eligibility to work in the UK:	Successful applicants for posts within the Group are responsible for producing proof of entitlement to work in the UK before employment can commence.
Disclosure barring checks & Medical Clearance:	In addition, any offer is also subject to receipt of an Enhanced Disclosure from the Disclosure Barring Service confirming suitability & medical clearance from our Occupational Health Provider before appointment. Visit **www.jigsawhomes.org.uk/dbs** to view the Group's DBS policy statement. Further information about the disclosure can also be found at **www.homeoffice.gov.uk/dbs**
Diversity:	Jigsaw believes diversity means acceptance and respect for everyone because we appreciate the significant value that individuality can bring. All employment decisions are therefore based on business needs, job requirements and individual qualifications to help create a safe and positive environment for all.

DESCRIPTION

OVERVIEW

This volunteer role is vital to the day-to-day operation of Tameside Women & Families Centre, which offers a range of support services to local women and those experiencing or recovering from domestic abuse.

You will support the team by creating a warm, welcoming environment for clients and helping to run group support sessions and activities.

Role Summary

As a Peer Support Volunteer, you will receive a full induction and comprehensive training to build the skills and knowledge needed to carry out your role confidently. You will also receive support after your placement to support you in your next steps in volunteering, training or employment.

This role will develop your skills, knowledge and confidence while enabling you to make a positive difference in your local community. Volunteering also offers opportunities to meet new people, gain a sense of pride and achievement, strengthen your CV and improve your future employment prospects.

Peer Support Volunteers are expected to:

- Offer a warm welcome, support and encouragement
- Treat all people with dignity and respect
- Encourage independence, inclusion and empowerment
- Protect confidentiality and maintain professional boundaries
- Be a positive role model for clients using the centre

MAIN TASKS & ACTIVITIES

Support staff with the day-to-day organisation and operation of the Women & Families Centre by:

1. Welcoming clients and visitors and helping to set a positive tone for their visit
2. Ensuring visitors sign in and out in line with health and safety procedures
3. Showing clients and visitors around the centre, explaining the support and activities available, and promoting upcoming events
4. Preparing meeting rooms and materials for group sessions
5. Encouraging and supporting clients to take part in group sessions and activities
6. Depending on your training and experience, helping to plan and co-facilitate group sessions and activities at the centre and other Jigsaw venues

CANDIDATE REQUIREMENTS

Candidate Requirements:	
	ESSENTIAL • Friendly, approachable and able to build respectful relationships with different people • Reliable, punctual and able to keep to agreed commitments • Kind, understanding and non-judgemental • Able to keep information private and maintain clear, appropriate boundaries • A good listener who communicates clearly and respectfully • Willing to learn, complete the required training and ask questions when unsure • Happy to work as part of a team, follow guidance and raise any concerns • Understands the importance of safeguarding, staying within the volunteer role and asking staff for support when needed **DESIRABLE** • Some understanding of the experiences and support needs of people affected by domestic abuse • Experience of volunteering, helping others or working with the public • Some knowledge of local services and community support

JIGSAW VALUES

As a sector leader, Jigsaw will innovate and inspire, driving technology and efficiency through new products and services.

It strives to be a top housing provider and an employer of choice and this is where we need innovative, forward thinking, diverse and vibrant individuals to join us and help us succeed even further.

Our company values reflect the individuals we want to lead us into the brightest future possible for Jigsaw Homes Group.



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