

VOLUNTEER

Community Champion

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 plays a key part in supporting Greater Manchester's Live Well in Later Life programme designed to help older people live well, stay independent, and remain connected within their local communities. The programme focuses on ensuring that older residents can access simple, practical everyday support close to home, while reducing health, social, and economic inequalities.

As a Community Champion Volunteer, you will help bring this vision to life by building trusted relationships with local residents, encouraging participation in community activities, promoting health and wellbeing, improving digital inclusion, and connecting people with the support and opportunities available in their neighbourhood. Through your knowledge, engagement, and local presence, you will contribute to creating stronger, more connected communities where older people can thrive, remain independent for longer, and access the help they need at the right time.

The role reflects the Live Well in Later Life commitment to working alongside residents, community groups, voluntary organisations, and local partners to deliver "everyday support in every neighbourhood", ensuring that older people are at the heart of decisions and services that affect their lives.

Role Summary

The Community Champion Volunteer is a trusted local ambassador who supports residents aged 50+ to improve their health, wellbeing, independence, and connection to their community. Through building relationships, providing information, encouraging participation, and promoting access to services and opportunities, Community Champions help reduce isolation, improve digital inclusion, support healthy lifestyles, and strengthen community resilience.

Community Champions are expected to:

- Treat everyone with dignity and respect.
- Promote independence, inclusion, and choice.
- Maintain confidentiality where appropriate.
- Be welcoming, supportive, and encouraging.
- Act as positive role models within their communities.

As a Community Champion Volunteer, you will receive training and development opportunities across:

- Community engagement and outreach
- Digital inclusion and confidence building
- Health and wellbeing promotion
- Nutrition and hydration awareness
- Active lifestyles and falls prevention
- Communication, signposting, and community leadership

This role is designed to develop volunteers' skills, confidence, and knowledge while making a positive difference in their local community.

MAIN TASKS & ACTIVITIES

1. Engage with residents in community settings and build trusted relationships.
2. Identify and respond to barriers affecting wellbeing, confidence, and independence.
3. Connect individuals to local services, activities, support groups, and learning opportunities.
4. Promote digital confidence and support residents to access online services safely.
5. Encourage participation in health, wellbeing, nutrition, hydration, and physical activity initiatives.
6. Share accessible information and key prevention messages that support healthy ageing.
7. Support community events, outreach activities, and local projects.
8. Gather feedback and insights from residents to help shape future services and activities.
9. Recognise when individuals may benefit from additional support and signpost appropriately.
10. Champion inclusion, participation, and community connectedness.

CANDIDATE REQUIREMENTS

Candidate Requirements:	ESSENTIAL • Friendly, approachable, and able to build relationships with a wide range of people. • Good communication and listening skills. • Passion for supporting people and strengthening communities. • Reliable, dependable, and willing to learn. • Empathetic, understanding, and non-judgemental. • Positive and encouraging attitude. • Comfortable using basic digital tools or willing to develop digital skills. • Able to work as part of a team and follow guidance. DESIRABLE • Interest in health, wellbeing, nutrition, physical activity, or digital inclusion. • Previous volunteering, community, or customer-facing experience. • Knowledge of local services and community resources.
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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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