

## Employment Hubs

### Background Information for Volunteers

The Haltwhistle Unemployment Support Group is a 6 month pilot project which started in January 2015. The aim of the project is to provide support to unemployed and economically inactive people living in Haltwhistle and the surrounding areas to overcome the multiple barriers they face in looking to move into employment. The project recognizes that people in rural areas have additional difficulties in searching for work over and above those faced by people in urban areas: eg: fewer local employment / volunteering / training opportunities, higher travel costs both to sign on and to attend interviews, poor internet connections making on-line job searches more difficult, higher cost of living.

The project is run by a partnership between West Northumberland Community Buildings Consortium and Community Action Northumberland and is funded through an ESF Community Grant administered by Durham Community Foundation.

The Support Group is open to anyone who is employed less than 15 hours a week and aims to provide support tailored to the individuals needs (whether they are young or old, have physical disabilities, mental health problems or learning disabilities, parental or caring responsibilities etc).

Sessions are run between 10am and 3pm every Thursday at Haltwhistle Swimming and Leisure Centre. Members of the group are offered:

- access to the internet to carry out job search activities,
- One to one support from staff and volunteers with IT skills, planning job seeking activities, and addressing any health and social welfare issues that may limit their ability to seek work.
- Group training on issues such as writing CVs and application letters, preparing for interviews,
- Tea and coffee and a light lunch (free of charge)
- The chance to meet with other people in a similar position to themselves for mutual support.
- Crèche facilities may be available by prior arrangement

There are a number of opportunities available for volunteers to become involved with the work of the project, including:

- Volunteer Support Group Administrator
- Volunteer Mentor – IT skills
- Volunteer careers advisor / development worker

Please see attached role descriptions.

All volunteers will be offered training, ongoing support and out of pocket expenses.

***If you would be interested in finding out more, please contact:***

***Julia Plinston, tel 01670 517178, email [juliaplinston@ca-north.org.uk](mailto:juliaplinston@ca-north.org.uk)***

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### Volunteer Role Description - Support Group Administrator

<b>Overview of role</b>	To provide support to the project co-ordinator to ensure Support Group Meetings run smoothly
<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>• To meet and greet members to the group and offer teas and coffees during the meeting</li> <li>• To ensure group members sign in, choose meals from menus</li> <li>• Where appropriate to fill in some of the basic registration paperwork with new members and inform them of the range of facilities on offer</li> <li>• To encourage members of the group to participate in group discussions, fill in feedback questionnaires etc.</li> <li>• To complete paperwork to allow members to claim expenses when appropriate.</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Good communication skills – both oral and written</li> <li>• Good basic administration skills and the ability to complete simple forms</li> </ul>
<b>Qualities</b>	<ul style="list-style-type: none"> <li>• Able to relate well to clients with a wide range of needs, staff and other volunteers.</li> <li>• Good basic administration skills.</li> <li>• Honest, reliable and conscientious</li> <li>• Understanding of confidentiality / data protection / equal opportunities issues.</li> </ul>
<b>Training</b>	<p>Induction to the role will include:</p> <ul style="list-style-type: none"> <li>• CAN's policies and procedures relevant to the project (eg Health &amp; Safety, Equal Ops, Confidentiality, Data Protection,</li> <li>• Haltwhistle Swimming &amp; Leisure Centre's Health &amp; Safety policies &amp; procedures</li> </ul> <p>Ongoing training will be arranged by agreement to meet the needs of both the volunteer and the project.</p>
<b>Time commitment</b>	2 – 5 hours each Thursday at Support Group Meetings.
<b>Support Offered</b>	<p>Monthly supervision meetings (at an agreed time and location)</p> <p>Weekly phone calls or brief discussions at support group meetings (or as required).</p>
<b>Supported By:</b>	<p>Project Co-ordinator: Julia Plinston          Contact Details: <a href="mailto:juliaplinston@ca-north.org.uk">juliaplinston@ca-north.org.uk</a>; tel 01670 517 178          In Julia's absence contact Louise Currie; <a href="mailto:louisecurrie@ca-north.org.uk">louisecurrie@ca-north.org.uk</a> tel 01670 517 178</p>

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### Volunteer Role Description : Mentor – IT Skills

<b>Overview of role</b>	<p>To provide support to Individual members of the group who have identified needs with regard to developing the basic IT skills they need to carry out job search activities and/ or move into employment</p> <p>The project co-ordinator will assign one or more group members to each IT mentor for support.</p>
<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>• To work one to one with identified group members during support group meetings, to enable them to progress with a simple programme of learning around IT skills,</li> <li>• To discuss progress and agree an appropriate programme of work for each client with the project co-ordinator.</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• A good knowledge of basic IT (ie emailing, use of the internet, word processing)</li> <li>• The ability to provide effective guidance on using IT, in simple terms, tailored to the abilities of people with significant levels of need.</li> <li>• Knowledge of other IT packages (eg spreadsheets, databases, digital photography etc) an advantage.</li> </ul>
<b>Qualities</b>	<ul style="list-style-type: none"> <li>• Able to relate well to clients with a wide range of needs, staff and other volunteers.</li> <li>• Honest, reliable and conscientious</li> <li>• Understanding of confidentiality / data protection / equal opportunities issues.</li> </ul>
<b>Training</b>	<p>Induction to the role will include:</p> <ul style="list-style-type: none"> <li>• CAN's policies and procedures relevant to the project (eg Health &amp; Safety, Equal Ops, Confidentiality, Data Protection,</li> <li>• Haltwhistle Swimming &amp; Leisure Centre's Health &amp; Safety policies &amp; procedures</li> <li>• The use of Universal JobMatch, other job search engines, the 'Learn My Way' online training package.</li> </ul> <p>Ongoing training will be arranged by agreement to meet the needs of both the volunteer and the project.</p>
<b>Time commitment</b>	2 – 5 hours each Thursday at Support Group Meetings.
<b>Support Offered</b>	<p>Monthly supervision meetings (at an agreed time and location)</p> <p>Weekly phone calls or brief discussions at support group meetings (or as required).</p>
<b>Supported By:</b>	<p>Project Co-ordinator: Julia Plinston          Contact Details: <a href="mailto:juliaplinton@ca-north.org.uk">juliaplinton@ca-north.org.uk</a>; tel 01670 517 178          In Julia's absence contact Louise Currie; <a href="mailto:louisecurrie@ca-north.org.uk">louisecurrie@ca-north.org.uk</a> tel 01670 517 178</p>

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### Volunteer Role Description - Volunteer Careers Advisor / Development Worker

<b>Overview of role</b>	<p>To support Project Staff in developing the project to best meet the needs of the job seekers who join the group.</p> <p>This role can be carried out partly at regular support group meetings and partly from home.</p>
<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>• Providing one to one / group support with aspects of job search activity – eg researching / writing high quality resources re writing CVs &amp; application letters, preparing for interviews etc.</li> <li>• Supporting individuals in achieving their personal career goals by researching potential opportunities to undertake training, volunteering, work placements, etc</li> <li>• Researching opportunities to develop the project eg identifying potential additional activities, sources of funding &amp; support to address emerging needs of clients (both employment related and general social needs)</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Experience / knowledge of providing careers advice</li> <li>• Experience / knowledge of developing community projects</li> <li>• Excellent interpersonal skills</li> <li>• Excellent communication skills – both written and verbal</li> <li>• Understanding of confidentiality / data protection / equal opportunities issues.</li> </ul>
<b>Qualities</b>	<ul style="list-style-type: none"> <li>• Able to relate well to clients with a wide range of needs, potential supporters for the project and staff.</li> <li>• Able to organize a workload</li> <li>• Honest, reliable and conscientious</li> </ul>
<b>Training</b>	<p>Induction to the role will include:</p> <ul style="list-style-type: none"> <li>• CAN's policies and procedures relevant to the project (eg Health &amp; Safety, Equal Ops, Confidentiality, Data Protection,</li> <li>• Haltwhistle Swimming &amp; Leisure Centre's Health &amp; Safety policies &amp; procedures</li> </ul> <p>Ongoing training will be arranged by agreement to meet the needs of both the volunteer and the project.</p>
<b>Time commitment</b>	To be Agreed
<b>Support Offered</b>	<p>Monthly supervision meetings (at an agreed time and location)</p> <p>Weekly phone calls – (or as required).</p>
<b>Supported By:</b>	<p>Project Co-ordinator: Julia Plinston          Contact Details: <a href="mailto:juliaplinston@ca-north.org.uk">juliaplinston@ca-north.org.uk</a>; tel 01670 517 178          In Julia's absence contact Louise Currie; <a href="mailto:louisecurrie@ca-north.org.uk">louisecurrie@ca-north.org.uk</a> tel 01670 517 178</p>