



The Bridge Project is funded by The European Social Fund and the National Lottery, through the National Lottery Community Fund

## Northumberland Rural Employment Hubs – delivering the Bridge Project

### 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>	Monthly supervision meetings (at an agreed time and location) Weekly phone calls or brief discussions at support group meetings (or as required).
<b>Supported By:</b>	Work Coach at the local Hub



The Bridge Project is funded by The European Social Fund and the National Lottery, through the National Lottery Community Fund

**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>	Work Coach at the local Hub

**Northumberland Rural Employment Hubs – delivering the Bridge Project**



The Bridge Project is funded by The European Social Fund and the National Lottery, through the National Lottery Community Fund

### 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>	Work Coach at the local Hub