**Housing Options Volunteer Role Description**

The aim of WE Care Home Improvements is to help people live independently. We’re a not-for-profit organisation on a mission to improve the homes of older people and those with disabilities. Our aim is for people to live comfortably and independently at home for as long as they choose.

**Purpose of the role**

This is an exciting new role which has been developed to support our Housing Options service. The service helps older and vulnerable people who are finding things difficult in their current property, to identify and move to more suitable accommodation in order to maintain their independence. As a Housing Options volunteer you will support the service by helping clients to identify more appropriate housing and support them practically and emotionally through this process.

**What will you be doing and how often?**

* Work directly with the Housing Options Project Manager who will explain which cases we need support with
* Check appropriate accommodation and property websites
* Call clients to discuss the properties you have found
* Take clients to view a prospective property
* Ideally the role would be jointly Office and home based. Internet access for research purposes would be required.
* It may also involve lone working on a 1:1 basis at a client’s home or a prospective new property
* Offer general and emotional support to clients who are anxious about making decisions around moving.
* The locations of the visits vary as we support clients across the Bristol area.

**Personal qualities**

* An interest in supporting vulnerable people
* A warm, empathetic and open communication style
* The ability to accurately and concisely document information, have access to email and demonstrate basic computer skills
* Have a good telephone manner
* Ability to listen well and be patient and reliable
* Have confidence to support people on a 1:2:1 basis and work autonomously.
* Preferably have access to a car or a willingness to travel on public transport.
* An interest in Housing issues and supporting people in their choices.

**Other information**

DBS check: Due to the nature of the role you will need to have completed an enhanced Disclosure and Barring Service (DBS) check before commencing in the role.

For an informal chat or more information regarding this role please telephone Michael Stacey (07545433666) or email: michael.stacey@wecr.org.uk