**Show Room and Events volunteer role description**

WE Care & Repair aim to improve the quality, safety and suitability of more of the homes of older people, people on low incomes & disabled people. **To achieve this we need your help.** Volunteering for WE Care & Repair means you’ll help us reach more vulnerable people across the West of England, not only to improve their homes but also to increase individual’s resilience, confidence and sense of wellbeing. WE Care & Repair is a not-for-profit Home Improvements Agency with charitable status.

**Purpose of the role**

The ‘show room and events’ volunteer will offer support to members of the public in our Home Independence Centres and attend local events and community groups. This is with the aim of positively representing the organisation and help spread the word of our work to help vulnerable people access support.

This role offers an excellent opportunity for individuals who enjoy sharing their free time and skills to help people in their local community and who like getting out and about at events and community groups.

Experience of having housing repairs, adaptations or moving is desirable but not essential to become a part of our volunteering team. We especially welcome applications from people aged 50+ and from BME communities for this role.

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

**Be a ‘friendly face’ at our show room and local events**

* Welcome members of the public in our Home Independence centre, offering them a refreshment and answer any queries they may have.
* Support the centre coordinator with small administration tasks to help with the smooth running of the centre.
* Help to run information stands at local events to raise awareness of WE Care & Repair
* Share information about the services we offer and provide information on accessing support and advice about a variety of housing relate issues
* Events vary in length and the opportunity to attend occurs regularly. Volunteers are welcome to attend part or all of the event. Lists of event dates are sent out monthly for volunteers to sign up.
* The locations of the events vary as we support clients across Bath & North East Somerset, Bristol, North Somerset or South Gloucestershire

**Be a ‘presenter and advocate’**

* You can self-select talks dates from our monthly signup sheet.
* Present talks to local groups with them aim helping people to plan for the future and raising awareness of WE Care & Repair.
* This involves discussing the services we offer, highlighting practical considerations surrounding making the home safer, explaining how to access advice and support when thinking about moving and sharing your experiences of having work carried out in your home and or moving.
* The talks generally last 10 - 40 minutes.
* The locations of the events vary as we support clients across Bath & North East Somerset, Bristol, North Somerset or South Gloucestershire
* Feedback from the talks to marketing and promotions to improve our services.
* Encourage, setting up talks with community and local groups and liaise with the promotions and marketing coordinator to set these up.

**Personal qualities**

* Have a friendly and approachable manner
* Be passionate about supporting people in your local community
* Have a warm, empathetic and neutral communication style
* Be willing to share personal experiences of having repairs and adaptations within your home
* Be patient and reliable
* Ability to listen well and have a good manner
* Be a keen public speaker and have confidence to interact with members of the public
* The ability to accurately and concisely document information for monitoring purposes

**Other information**

DBS check: Due to the nature of the role you will need to have completed a basic Disclosure and Barring Service (DBS) check before commencing in the role. The DBS is organised and paid for by WECR.