



## Community Hub Volunteering

Our community hubs are warm, welcoming places where we support people to access to welfare, debt management, employment and skills training, and health and wellbeing. We are moving towards a model of being community led, and we would love you to be a part of that journey!

Our volunteers currently hold various different roles, including:

- Pantry assistant
- Digital champion
- Events volunteer
- Mental wellbeing champion

You can read below to find out what each of these roles involve. Hubs volunteers can have one role, or a blend of multiple different tasks.

We are also always looking for new ways for people to get involved with Community Hubs. We've made some suggestions at the end of this document on what that might look like.

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### Pantry assistant

We have two community food pantries, one in Edmonton Green Library, and one in Enfield Town Library. Members of the pantry are referred by our Welfare and Debt Advice Service and can shop weekly over a period of 6 months. They pay £4.50 for roughly £20 of healthy, nutritious and culturally appropriate food, while we support members with access to welfare, debt management, employment and skills training, and with their health and wellbeing.

#### **Purpose of role**

Pantry assistants will help the Pantry Manager in the day-to-day operation of the pantry. This may include:

- Welcoming members to the pantry and helping them shop (using the hearts and diamonds system)
- Working with partners who donate food to the pantry
- Receiving deliveries and sorting and managing stock
- Ensuring the pantry is clean, well organised, and complies with food hygiene
- Ensure all members are properly registered and manage their data input
- Work with members to shape and improve the service
- Other duties may be assigned
- Volunteers will need to have completed Level 2 Food Hygiene training (this will be arranged for volunteers who have not already completed this training).

#### **When can you volunteer?**

The pantry is open on the following days:

- Edmonton Green:
  - Tuesday 9.30am-2pm
  - Wednesday 9.30am-2pm
- Enfield Town:



- Thursday 9.30am-3pm
- Friday 9.30am-3pm

### **What's in it for you?**

- An excellent opportunity to develop new and existing skills
- The chance to be at the heart of your local community, meet new people and be part of an enthusiastic team
- Training, support and references

### **What training is provided?**

- Level 2 Food Hygiene Training
- Induction to Enfield Council and Community Hubs
- Customer Service 101
- Optional additional trainings: TBC

### **Volunteer Requirements**

- Understanding of and adherence to safeguarding, health & safety and equality & diversity policies
- Compassionate, understanding and good at motivating others

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### **Digital champion**

Many people who use the Community Hub need help with simple tasks on their computer or phone, for example setting up an email address, scanning a document or completing an application form. We are looking for patient and compassionate people who feel confident using a phone and computer.

### **Purpose of role**

Digital champions will help Hub customers to self-serve using computers and their own smartphones. This may include:

- Assisting people to fill out an online form (Blue Badge, Council Tax and Housing Benefit Support, Housing Register)
- Helping to scan documents and send via email
- Setting up an email account for someone who doesn't have one
- Supporting people to use the phone booths, e.g., helping them navigate the different options on the Council call centre line
- Keep the computer booth area tidy
- Maintain confidentiality of customer details

### **When can you volunteer?**

Our Hubs are open for drop ins from 9.30am-2.30pm, Monday to Friday. We normally ask digital champions to volunteer during our busiest hours – 11am-2pm. However, we can be flexible to your schedule!

If you volunteer regularly, we may ask to book in appointments with you, e.g., if someone wants to fill out a Blue Badge application.

### **What's in it for you?**



- An excellent opportunity to develop new and existing skills
- The chance to be at the heart of your local community, meet new people and be part of an enthusiastic team
- Training, support and references

### **What training is provided?**

- Induction to Enfield Council and Community Hubs
- Customer Service 101
- How to Help with Self Service
- Optional additional trainings: TBC

### **Volunteer Requirements**

- Understanding of and adherence to safeguarding, health & safety and equality & diversity policies
- Compassionate, understanding and good at motivating others
- Comfortable using a smart phone and computer (e.g., emails, online forms)
- Basic understanding of boundaries when in the capacity of supporting and motivating others
- Knowledge of when to ask for support

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### **Events volunteer**

We run lots of events in Community Hubs to have fun, reduce loneliness and get people connected to what's happening in their local community.

Tea and Toast happens every Tuesday in Edmonton Green Hub 10-11am, and Wednesday in Enfield Town Hub 10-11am. We have breakfast together, play a game or do a quiz, and chat about topics which matter to us.

Stories, Songs and Chat happens every Wednesday in Edmonton Green Hub 10-11am, with our brilliant library service. We sing songs, read some stories, then have coffee and a chat afterwards, where parents and carers can connect and find out what support is available to them.

We also have Community Hub parties roughly every 3 months.

It's important to us our events are as community led as possible. They couldn't happen without the brilliant help of people like you!

### **Purpose of role**

Events volunteers will help Community Hub staff to run our regular events. This may include:

- Leading practically to help events run (e.g., setting up, getting tables out, arranging furniture, cleaning, packing away, organising food and stock)
- Welcoming people into the space, making them feel comfortable and ensuring no one is on their own
- Connecting people together, curating community and conversations
- Hosting a quiz or running a game
- Informing people about Community Hubs, and preventative services such as Diabetes tests or Oral health



- Alert a Hubs Ambassador if you think someone has more complex support needs and could benefit from an appointment
- Bring new people into events – outreaching in the local area, e.g., going into betting shops
- Giving feedback and reflections on our events, and what we can do to improve

### **When can you volunteer?**

During our event times!

For Tea and Toast, we ask volunteers to come from 9.30am-11.30am on the day (Tuesday/Wednesday).

For Stories, Songs and Chat, we ask volunteers to come from 9.45am to 11.30am on the day (Wednesday).

We also hold occasional 'Shindigs', our Community Hub parties. Date/time/location may vary.

### **What's in it for you?**

- An excellent opportunity to develop new and existing skills
- The chance to be at the heart of your local community, meet new people and be part of an enthusiastic team
- Training, support and references

### **What training is provided?**

- Induction to Enfield Council and Community Hubs
- Customer Service 101
- Level 2 Food and Hygiene Training
- Optional additional trainings: TBC

### **Volunteer Requirements**

- Understanding of and adherence to safeguarding, health & safety and equality & diversity policies
- Compassionate, understanding and good at motivating others
- Basic understanding of boundaries when in the capacity of supporting and motivating others
- Knowledge of when to ask for support

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### **Mental wellbeing champion**

The Community Hubs meet many people who are in varying degrees of distress, often as a result of combined social and financial and emotional challenges. The volunteer will support by chatting with people who come through the Hubs, over a cup of tea, taking time to get to know people and linking them into further support or setting up a social group.



## **Purpose of the Role**

Mental wellbeing champions will look out for people who need some space to chat, and who might be feeling distressed. This may include:

- Welcoming people to the Hub and letting them know how long the wait might be
- Offering them a cup of tea or chat while they are waiting, and supporting them to explain difficulties and any identified underlying needs to the Ambassadors.
- Being ready to spend time with people who may be presenting as distressed, getting to the source of the problem, and identifying further sources of support e.g. counselling
- Motivating people to engage with that support
- Sharing any concerns regarding safeguarding or risk with a line manager
- Publicising the Hubs within different communities and publicise and raise awareness of those different communities within the Hubs
- Using one's own initiative e.g. set up a friendly group for people struggling, or support participation in different existing groups in the Libraries to encourage and increase wellbeing
- Conduct surveys with people who use the Hubs or have had support from our Ambassadors to understand where we are meeting the needs of people with mental distress and where we are not
- Listen to people's stories and views, and, with their permission, share them with our partners to inform Public Health, the Hubs, Health and Social colleagues and other parts of the community and council

## **When can you volunteer?**

Our Hubs are open for drop ins from 9.30am-2.30pm, Monday to Friday, which is when we get most people come through the Hubs. However, we can be flexible to your schedule, and you are welcome to volunteer as many hours as you would like to.

## **What's in it for you?**

- An excellent opportunity to develop new and existing skills
- The chance to be at the heart of your local community, meet new people and be part of an
- enthusiastic team
- Training, support and references

## **What training is provided?**

- Induction to Enfield Council and Community Hubs
- Customer Service 101
- Collaboration without Collusion (trauma and challenging behaviour)
- Managing suicidality
- Optional additional trainings: TBC

## **Volunteer Requirements**

- Enhanced DBS check
- Understanding of and adherence to safeguarding, health & safety and equality & diversity policies
- Compassionate, understanding and good at motivating others



- Evidenced knowledge and skills in boundaries, mental health and wellbeing (could be a reference, could be registration or certification; if neither of these is available, ascertained through interview)

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### What can you offer?

Aside from our current volunteer roles, we would love to fit jobs around your skills and passions. Here are a list of other things we need volunteers to do. Tick ✓ as many as you're interested in – or add something else, at the bottom!

- Meet & greet:** welcoming people and letting them know wait times, offering a cuppa, a biscuit and a chat.
- Talking to local communities:** e.g., if you are part of a faith or grassroots group, or just your friends, to increase community awareness of how we can help.
- Collecting feedback from Community Hub and Pantry:** e.g., doing surveys, chatting to people using our Hub.
- Overseeing information in the Hub about resources and services:** making sure our info is up to date, the noticeboards look great, and new info about cool stuff happening in the borough is shared and available.
- Social media/communications:** helping us set up and manage social media channels for the Hubs, designing Hubs newsletters or zines.
- Food champion:** sharing healthy recipes or leading cooking groups or 1-1 sessions, or promoting Healthy Start Vouchers.
- Health interventions:** learning how to help people take their blood pressure, or make healthy lifestyle choices.
- Community Leader:** being a critical friend – telling us how we can improve, joining our Leadership Group to shape and review our plans each year.
- Other:** what would YOU like to offer?