

Community Hub Volunteer Role Description

Role Title: Community Hub Volunteer

Supported by: Community Hub Co-ordinator

Role Purpose: To assist in community hub services, events and activities.

Location: Various community hub locations across Thurrock, including: Aveley, Stifford Clays, Chadwell St Mary, Purfleet, Tilbury and South Ockendon. Each volunteer will be allocated a specific hub, your preference will be taken into account, please specify on your application.

Tasks and responsibilities

Tasks may vary between hubs and volunteers but can be agreed in advance. They could include:

- First point of contact with customers at the hub
- Help signpost and assist customers and services within the hub
- Assist with computer usage including helping customers to fill in online applications.
- Assist with room bookings
- Help conduct surveys with residents
- Make refreshments for visitors

Skills and experience

- Be willing to gain a broad knowledge of what's going on in the community hub and learn more about the local area
- To take part in the hub induction programme
- Any other relevant training will be given
- Good communication skills
- Willing to help others.

Time commitment

- There are no specific time commitments. Time will be agreed with the volunteer in advance, though at least 3 hours per week is preferable. Each hub is open on different times and days.

Council's commitment

- Any relevant training including information about the hub building and accordance with Equality and Diversity Policies.
- Reimbursement of any agreed expenses.

This role may require a Disclosure and Barring Service (DBS) Check