

## Housing Volunteer Role Description

**Role Title:** Housing Volunteer

**Supported by:** Resident Engagement Officer

**Role Purpose:** To help the Housing department work towards providing the best possible housing service to its customers.

**Location:** Main base: Civic Offices, Grays, Essex, RM17 6SL

### Tasks and responsibilities

- To attend a variety of meetings depending on the area you wish to get involved
- Feedback your views on various agenda items to the council and share information with other residents
- Review key policies and information
- Help shape the future of the borough
- Work positively with other housing volunteers to improve the Housing service delivered to its customers.

### Skills and experience

- Must be a resident who lives in Thurrock Local Authority Accommodation
- A desire to get involved and provide your views

### Time commitment

- Normally one meeting once a month
- Information may be shared with you outside of these meetings

### Council's commitment

- Reimbursement of agreed volunteer expenses
- To provide any training relevant to the role including information about Council policies and procedures
- Provide Administrative support to the panel

**This role does NOT require a Disclosure and Barring Service (DBS) Check.**