

VOLUNTEER ROLE DESCRIPTION – Volunteer Ambassador

LINE RESPONSIBILITY: Fundraising Team

EXPENSES: Out-of-pocket expenses are reimbursed.

LOCATION/S: We primarily have events in Richmond, Kingston, Wandsworth and Sutton Boroughs. However, we are asked for support in a wider geographical area.

ABOUT US

We are SPEAR, a charity dedicated to helping homeless people across five South West London boroughs to find secure accommodation and work towards a positive future. For almost 35 years, we've worked tirelessly to support homeless people to recover from their personal issues and break down the barriers that they face. We recognise that homelessness is much more than just a housing issue, so we provide a range of accommodation and support services to help people reach their full potential.

ROLE DESCRIPTION

SPEAR is supported by a wide range of organisations, both community and corporate. In order to build engagement, SPEAR offers organisations either formal presentations, or informally engaging with an organisation's members.

Audience sizes can go from less than 10 to a few hundred. Different presentations will suit different people, and volunteers will only be asked to engage with presentations they are comfortable to attend.

Volunteers will receive a full induction and training before meeting supporters. They will initially do presentations alongside experienced SPEAR staff, and will only be asked to attend alone once competent and confident.

Volunteers will be provided with on screen presentations with scripted copy.

The times talks are held are variable. Some such as schools being during the working day, faith groups predominantly at weekends and uniformed groups and rotaries weekday evenings. Volunteers will only be asked to do talks that fit with their schedules.

The volunteer must have a DBS background check (SPEAR will apply for this on your behalf.)

ESTIMATED TIME COMMITMENT REQUIRED FOR THE ROLE

Presentations can vary in length from 5 minutes to half an hour and will have a question and answer section at the end. The times talks are held are variable, some such as schools being during the working day, faith groups predominantly at weekends, and uniformed groups and rotaries weekday evenings. Volunteers will only be asked to do talks that fit with their schedules.

RESPONSIBILITIES

- In this role, you will be supporting us with some or all of the following tasks:
- Be the public face of the charity.
- Provide a presentation detailing SPEAR's history, services and goals.
- Answer questions from presentation attendees.
- Engage with both an organisation's leaders and members on an informal basis before and after the presentation.

ESSENTIAL SKILLS, KNOWLEDGE AND EXPERIENCE

- Confident communicator.
- Experience of public speaking.
- Have an understanding of the issues surrounding homelessness, rough sleeping, mental health challenges and substance addiction.
- Ability to engage comfortably in social situations.

WHAT'S IN IT FOR YOU?

- All out-of-pocket expenses, are reimbursed.
- All volunteers will receive an induction to volunteering and to their specific roles and projects.
- While volunteering at the project, volunteers have full liability insurance cover.
- There are appreciation events to recognise the important contribution that volunteers make.
- Personal & professional development through training, support and ongoing evaluation.
- SPEAR can provide a reference after 6 months of active continuous volunteering.
- Contribute to a project that really does make a difference to the lives of people experiencing homelessness.

VALUES

Working together We work alongside service users, partners, staff and volunteers to provide services that meet the needs of the people we help. Together we overcome challenges.

Aspirational We aim high, aspiring to achieve the very best outcomes for our clients. We see potential aspire to the highest standards of professionalism.

Respectful We respect everyone, regardless of their background or circumstances. We view everyone as an individual with their own personal journey. We always listen to and value people's views.

Determined We work tirelessly to support people experiencing homelessness to recover from their personal issues. We break down the barriers people experiencing homelessness face.

Visionary We try new and innovative ways to provide long-term solutions and reduce the isolation of homelessness. We are always willing to take a new approach, learning from what works (and what doesn't) and use this to guide our work.