

services volunteer role description

Hours: The drop-in will run weekly on Thursdays from 2–4.30 pm
Location: The regular group sessions will take place in Hoxton

akt is committed to being an inclusive place to work and volunteer that represents the diverse communities we serve. We actively encourage applications from candidates with diverse backgrounds and with lived experience. We particularly encourage applications from Black, Brown and People of Colour, transgender and non-binary identities and disability groups. All applicants will receive consideration for employment without regard to race, religion, gender, gender identity or expression, sexual orientation, disability or age.

About Us

akt supports LGBTQ+ young people aged 16–25 in the UK who are facing or experiencing homelessness or living in a hostile environment. The London Services team are made up of caseworkers who provide support work for young people who are experiencing homelessness. The Youth Engagement Team are a national team of youth workers, who offer a range of opportunities to young people who have accessed akt's housing service. As a team, they also run fortnightly social groups, as well as facilitate internal and external consultations with young people.

The Team

This drop-in will be co-run by the London Services Team and London Youth Engagement based in the akt Youth Space in Hoxton. This will be for young people to come and get support with admin associated with their housing and/or independent living skills. Examples of this may be: filling in forms for a passport, looking for jobs online, and looking through Rightmove for rooms to rent.

Suggested Activities

- Assist the Youth Engagement Team and Caseworkers to engage LGBTQ+ young people in a drop-in to support them in engaging in admin tasks to support their housing, career, and independent living skills
- Signpost and support young people to access external services
- Support young people by welcoming them into the space, and helping sort any practical tasks such as getting them food, snacks and drinks.

Skills/experience required

- Ability to communicate with young people and members of staff
- Willingness to support, encourage and empower others
- Non-judgemental
- Ability to be creative and flexible
- An understanding of how to maintain boundaries and keep information confidential
- An understanding of the issues that LGBTQ+ communities and young people face
- Some experience of working or volunteering with young people and/or vulnerable adults would be an advantage but is not essential
- The role will require some heavy lifting to help with setting up and packing down the session. If you have any queries, feel free to contact volunteering@akt.org.uk

What you will gain

- Experience working with young people
- Access to ongoing training and development opportunities
- Increased confidence, knowledge and experience in supporting young people
- We can offer you a reference
- Opportunity to be part of the akt team and social opportunities with other volunteers

Time Commitment & hours preferred

The drop-in will run weekly on Thursday from 2 – 4:30 pm. Volunteers will be expected to arrive early and stay behind to pack up and debrief, which would add an extra 30-45mins overall. In addition, we provide supervision which would be an hour every 6-8 weeks. Owing to the nature of the role, we will require a commitment of at least 6 months.

Training, Induction and Supervision Arrangements

Volunteers will receive a full training package to prepare you for the role which will cover maintaining boundaries, safeguarding, and group work basics. You'll have

the opportunity to attend ongoing training sessions throughout the year relevant to the role. Due to the nature of the role, we will check in after each drop-in session and arrange regular supervision sessions. You can request a meeting with your role supervisor at any time.

Expenses

Travel and other reasonable expenses will be reimbursed.

Application Process

Application is via an application form via our CRM database Volunteero and an informal discussion/interview about your skills and what you would bring to the role. Interviews are expected to occur in March, and we will be aiming to organise this as and when we receive applications.

Deadline: Friday 29th March

Recruitment for this role may be closed earlier depending on the volume of applications we receive.

We actively promote equity of opportunity for all and welcome applications from candidates with criminal records. **This role is eligible for an enhanced DBS check (free of charge to you) and two references are required.** A criminal conviction does not necessarily stop you from volunteering with us. All decisions regarding convictions will be made on a case-by-case basis. We advise all applicants who require a DBS check how to follow the [sensitive applications route](#). This gives trans and non-binary applicants the choice not to have any gender or name information disclosed on their DBS certificate, that could reveal historical details relating to their identity.

Update Service

For candidates who are already registered on the Update Service before joining us, we can accept existing checks without having to process a new check ourselves (provided the check is at the relevant level for the role.)