

**Signposter - Volunteer Role Description**

**Responsible to:** Daily Supervisor

**Responsible for:** To check voucher details with client and referring agencies.

**Position type:** Voluntary – Part-time; weekdays 10:30am-2:30pm

Overall Responsibility:

To inform, encourage and empower people to find a sustainable solution to the issues they are facing and to connect with wider community services and activities.

**Specific Responsibilities:**

* Be trained in how to deal with clients and how to present the signposting information
* Provide a listening ear for people to share their experiences and hopes
* Provide encouragement
* Provide information to enable clients to make informed decisions
* Provide prayer support if so desired by the client
* Provide ‘add on’ services such as Fuel Bank referrals for eligible clients

We would not expect you to:

* Take problems on yourself; we supply our clients with the information required to get themselves the help they need.
* Act in a judgmental manner
* Provide someone with money
* Provide ‘counselling’ or ‘therapy’

**Skills/Qualifications:**

* A Christian and active member of a local church
* Has a clear passion and drive to help the poor and needy of the city of Hull with practical help and showing the love of God in action
* Takes initiative
* Positive, can do attitude
* Great team player
* Personable
* Discerning
* Attentive Listener
* Compassionate
* Non-judgmental
* Good boundary awareness, both personal and of others.

Able to think on their feet.