

# Brokerage Assistant for VCC Drop-in, Events and Outreach

## Volunteer Centre Camden

### Description :

Brokerage Assistants are on hand at events, outreach sessions, in our drop-in and in VCC's office to:

- \* Help the people who use our drop-in service, attend events and outreach sessions and who contact VCC to find out about volunteering opportunities
- \* Answer questions about volunteering
- \* Follow-up with clients after they have chosen opportunities to see how they are getting on and if they need any more help

Brokerage assistants provide information and support to clients, but please note we are do not give advice!

This role would ideally suit volunteers who enjoy working face-to-face with clients (or who have an interest and would like to try it out) and who would also like an element of office-based admin. An essential part of the role is follow-up work to find out if clients have started volunteering and if they need more help to do so.

The Drop-in Centre is open every Tuesday and Thursday 12pm-4pm and the first Thursday of every month, 12pm-7pm. A Brokerage Assistant would need to be available to volunteer for at least one of these weekly sessions, and events and outreach sessions which take place all days at all times.

Tasks include:

- \* Helping volunteers to use the database and websites to search for volunteering opportunities
- \* Answering clients' questions
- \* Contacting clients for follow-up work to find out if they've started volunteering, and if not what else could we do to help them get into volunteering
- \* Attending support and supervision, and training sessions
- \* Database admin
- \* Answering the telephone
- \* Setting up/breaking down before and after events and outreach
- \* Answering volunteering queries sent to VCC's volunteering inbox or by post
- \* Assisting clients to complete evaluation forms

After six months' experience, volunteers could be considered as an Appointment Consultant offering one-to-one sessions to people who need more in-depth help / support.

### Organisation Description :

The Volunteer Centre Camden (VCC) aims to promote and develop volunteering in Camden. We provide information, advice and support to individuals wishing to become

volunteers, or to organisations wishing to involve volunteers in their work.

We have a number of projects including:

- \* Brokerage service to match organisations with people interested in volunteering
- \* Hands on! project to support people with mental health issues to be volunteers
- \* Outreach project to promote volunteering to under represented communities
- \* Support to organisations such as training and guidance regarding volunteer management
- \* Promoting volunteering
- \* Promoting being a trustee as a volunteering opportunity
- \* Community accountancy

### When Required :

Time Flexible

Commitment: Not Specified

### Areas of Interest :

### Types of Activity :

Advice, Information and Support, General and Helping, Local Events

### Skills and Qualifications :

No qualifications or experience needed, but you will need to have:

- \* Good listening skills and a willingness to want to work with people
- \* Good PC skills
- \* An ability to remain calm under pressure
- \* An understanding of confidentiality
- \* An ability to work as part of a team
- \* A commitment to equal opportunities
- \* Punctuality
- \* Reliability
- \* An ability to use own initiative

### Additional/Specific Suitabilities :

<b>Age Requirements - Can you involve::</b>	All ages
<b>Complaints Procedure:</b>	Yes
<b>Disabled Access:</b>	Yes
<b>Equal Opportunities Policy:</b>	Yes
<b>Expenses:</b>	Travel and lunch (if volunteered over 4 hours)

**Induction:**

3 - 4 induction sessions which cover things like, Intro to VCC, Customer Service, Equal Opps, How to Deal with Difficult Clients, Brokerage Systems and procedures

**Insurance Cover:**

Yes

**Is there anyone who would NOT be appropriate?:**

You need to be reliable and punctual and have good PC skills

**Training:**

Ongoing training in things like presentation skills, positive language skills and many more...

**Directions :**

Bus: 134, 214, 46, C2, 393

Tube: Kentish Town (Northern Line - High Barnet Branch)

Rail: Kentish Town (Thameslink), Kentish Town West (Overground - North London Line CURRENTLY SUSPENDED UNTIL END OF MAY 10)

We are a two minute walk from Kentish Town tube and rail station. When you come out of the tube station, turn left, cross over at the pedestrian crossing and continue down the hill towards McDonald's.

We are a ten minute walk from Kentish Town Overground Station. Come out of the station, turn left, keep walking and take Anglers Lane on your left. At the end of Anglers Lane turn left and walk up Kentish Town Road towards McDonald's.

Our door is located between Iceland supermarket and Snappy Snaps. Please ring buzzer number four.

For a map with directions, please use this link:

<http://www.volunteercentrecamden.org.uk/pages/how-to-find-us.html>

**Recruitment Method :**

Interviews, Trial Period

**Contact Information :**

Contact:

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**Web: www.camdenvb.org.uk**

Alternatively contact:

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Details valid from Tue May 2009 to Thu May 2011