



## VOLUNTEER ROLES

### About Help Finder

Help Finder are a non-profit that was formed in December 2019, and we help the most vulnerable in society by providing support to issues relating to food poverty, low incomes, mental health, and domestic violence. We've seen and heard it all in the time we've been going, and we receive many positive comments from those that we do help.

We've been featured on BBC (Radio Merseyside, Panorama, CBBC), ITV News, Metro UK, Liverpool Echo, The Guide (Liverpool), Explore Liverpool + many more outlets to promote the work we do and we're proud of that.

Website	<a href="https://helpfinder.org.uk">https://helpfinder.org.uk</a>
Twitter	<a href="https://twitter.com/helpfindercic">https://twitter.com/helpfindercic</a>
Instagram	<a href="https://instagram.com/helpfindercic">https://instagram.com/helpfindercic</a>
Facebook	<a href="https://facebook.com/helpfindercic">https://facebook.com/helpfindercic</a>
LinkedIn	<a href="https://linkedin.com/helpfindercic">https://linkedin.com/helpfindercic</a>
Press Kit	<a href="https://drive.google.com/drive/folders/1-lugloO71LBnJspp8KTbn3JMMVciFjA6">https://drive.google.com/drive/folders/1-lugloO71LBnJspp8KTbn3JMMVciFjA6</a>

Please note, at present this role, like all others are **voluntary** and this also includes our Board and MD.



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Role title	<b>Sunday Service Manager</b>
Openings	2
Salary	N/A (Voluntary)
Closing date	ASAP
Department/Section	Outreach Activities
Department profile	<p>Outreach Activities is an extremely important area of Help Finder, allowing us to support the most vulnerable in our society on the front line.</p> <p>For this specific area of Outreach, you will be managing our Sunday Service offering which is where we set up a pop-up kitchen every Sunday at the top of Church Street, offering people cold/hot food &amp; drink, clothes, essentials and so on.</p>
Right candidate profile	<p>We are looking for somebody who considers themselves, and more importantly is considered by others, to be a people person.</p> <p>We want somebody who is dynamic to their role and able to engage with ease.</p> <p>The right candidate should have experiencing managing rotas for people and ideally across multiple departments, working with department managers.</p> <p>The right candidate can calm people down in situations of heated debates and anger.</p> <p>The right candidate does not lose their temper easily.</p>



## VOLUNTEER ROLES

	The right candidate should appreciate that all members of the Help Finder Family are volunteers, things may change last minute with availability and therefore should be able accommodate around this.
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Key tasks	<ol style="list-style-type: none"> <li>1. Attending our Sunday Service each week in tandem with the person you are working on this role with.</li> <li>2. Rota management             <ul style="list-style-type: none"> <li>○ Putting together a weekly rota for the Sunday Service, encompassing both volunteer availability and food distribution</li> <li>○ Dealing with both informed and uninformed absences.</li> <li>○ Last minute rota-changes.</li> <li>○ The rota should be completed in full by Wednesday so that everybody knows their position, what they're bringing, and can plan their lives</li> </ul> </li> <li>3. Liaising with local businesses via your Help Finder phone number &amp; email address to arrange collection/drop offs of food donations. Help Finder may already have existing relationships with local businesses so it's important to speak to other members of the team first. Some organisations will require forms to be signed, these must be passed up the chain.</li> <li>4. Ensuring cash donations are kept secure and only accepted in Help Finder donation tins.</li> <li>5. Ensuring that everything is prepared for Sunday in the warehouse such as Sunday Service boxes, food, etc ahead of time.</li> <li>6. Managing the Sunday Service Outreach ensuring that everything is planned well ahead of time and goes to plan.</li> </ol>
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## VOLUNTEER ROLES

	<ol style="list-style-type: none"> <li>7. Logging all volunteers who are a no show/turn up late – also logging the time people are late using pen &amp; paper onto a sheet provided then adding it to the Sunday Service online schedule.</li> <li>8. Logging all items that have gone out – this must be done in 30-minute intervals by each section on a piece of paper, and then you are to report it on our Sunday Service Usage Spreadsheet.</li> <li>9. Ensuring all incidents are logged onto our standard incident sheet, then onto our digital service.</li> <li>10. Logging all items that are listed to leave the warehouse for Sunday Service</li> <li>11. Logging (7, 8, 9, 10) to be completed via paper sheets provided then onto digital systems within 24 hours</li> </ol>
Help Finder Values	<ol style="list-style-type: none"> <li>1. A strong knowledge and enthusiasm for Help Finder and the work we undertake including our mission and strategies to execute projects.</li> <li>2. A commitment to safeguarding, including personal data which is extremely important given the work we undertake.</li> <li>3. We work under the thought that everybody who asks for our support needs it, and therefore it is important to show empathy and make sure the person's issues remain centre stage. We don't do competitions of who's problems are worse, we focus on the issue at hand.</li> <li>4. Computer literate, as we are a data-driven organisation.</li> </ol>
General Requirements	<ol style="list-style-type: none"> <li>1. An enhanced DBS check will be required and undertaken by us regardless of any other recent DBS checks.</li> </ol>



## VOLUNTEER ROLES

	<ol style="list-style-type: none"> <li>2. Two references, one personal one professional.</li> <li>3. Must be IT literate and a quick learner for software packages to support the role in hand.</li> <li>4. Good time management with the ability to manage workloads and meet deadlines based upon a dynamic list of priorities.</li> <li>5. Ability to work independently.</li> <li>6. Strong communication and interpersonal skills, being able to speak to people in English regardless of the level.</li> <li>7. The ability to professionally promote Help Finder as <i>the</i> charity to volunteer for.</li> </ol>
Skill requirements	<ol style="list-style-type: none"> <li>1. Experience with personnel rota management.</li> <li>2. Ability to manage a team efficiently.</li> <li>3. Ability to stay extremely calm under pressure, anxiety, and heightened tempers.</li> <li>4. Ability to reorganise plans extremely last minute based on priority and/or workload.</li> </ol>



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What you'll get out of it	<ol style="list-style-type: none"><li>1. You'll learn a number of new skills including software to support your role, and physical skills such as working with our Outreach Team. These can be applied either internally or externally in whatever capacity you decide.</li><li>2. You'll become friends with a fantastic group of like-minded individuals who want to make the world a better place.</li><li>3. You'll know that you are making a direct contribution to the lives of the most vulnerable easier.</li></ol>
Responsible for staff/equipment	You will be responsible for all aspects of the Sunday Service ranging from organising mid-week to volunteers safety during its operation.
Reporting to	Founder

### Further Details/To Apply

Our volunteer application/more info email is [volunteer@helpfinder.org.uk](mailto:volunteer@helpfinder.org.uk)

To apply, please send the email above your up-to-date CV as well as a more human, non-CV style biography about yourself.

For any questions, please email the address above.