



"Support for all with Compassion and Understanding"

HOPE – South Yorkshire Fire, Road, and Water-related Trauma Support

HOPE Volunteer Role Description

About HOPE

At HOPE we provide free and unlimited support to people bereaved or affected by traumatic events such as road traffic collision (RTC's), fires or drowning. We support children and adults of all ages, from all backgrounds. We also support people who have witnessed these kinds of traumatic incidents.

Charity Events and Activities

At HOPE we run events specifically focused on the families we support; from Remembrance Festivals, Canal Boat trips, memorial events and Sunday lunches which, often include some crafting and family activities. These are normally on Saturdays or Sundays.

We also attend festivals or local markets throughout the year to raise awareness of our Charity. These can be at a weekend, though some Christmas Markets may run into early evening.

Tasks can range from Event/Festival set up and packing up, giving out information at our information stall or helping with fundraising activities at events, bag packing, selling raffle tickets etc and talking to the public about the importance of what we do.

We need volunteer support to make sure these events go brilliantly by engaging with new audiences and/or raising funds for HOPE. We are looking for people who can offer time at one-off events throughout the year. This is a varied role, which can change depending on the type of event, but is always rewarding and fun, especially if Oliver, our Trauma Support Dog, is involved!

HOPE covers South Yorkshire so our events and activities could cover any area within this boundary.

Important Note - Due to the type of support that we give, it is important that you can cope with the possibility that someone may discuss distressing information with you. We encourage you to direct them to a member of staff, however on occasion, people start to tell their experiences before this can happen. We will always support you if this happens. However, we therefore ask for a minimum age of our volunteers to be 18. If you have any concerns, please contact us to discuss this with you.

Responsibilities & Duties Include (but not limited to)

- Helping unload equipment and setting up the event; erecting tables, arranging decorations, raffle prizes, games, leaflets, etc. Then packing up and clearing the site at the end of the event.
- You will enjoy welcoming, meeting and talking to people of all ages and backgrounds and be confident interacting with everyone from the public, families to VIP guests.
- Some of the tasks require standing for some of the events and/or being in a busy and hectic environment. Many of the activities also require a good level of manual dexterity. Please advise us if you have any concerns about this, and we will do our best to support you.
- Talking passionately and enthusiastically about what HOPE Trauma Support Charity does by sharing information. This may result in passing on any referrals to HOPE staff or taking details for later contact.
- You will demonstrate a sense of discretion if working with personal contact details as part of your task, and you will need to sign a confidentiality agreement to cover any conversations with potential referrals.
- We want to create a friendly and welcoming atmosphere. A polite, confident, and personable manner is important. Whilst some opportunities involve working independently, most opportunities also involve teamwork.
- Selling raffle tickets/tombola, encouraging engagement and participation in games, crafts, bucket collections, bag packing at a supermarket etc. (These activities may at times require you to handle money).
- Helping unpack, sort, label, and make an inventory of any bulk donations of goods we receive periodically.

Training

Staff will typically explain the activities at a briefing before the event on the day or evening, but they may also ask to meet, or may send additional information by email, in advance.

Expenses

Volunteers can claim for the following:

- Travel costs (travel to and from the organisation and any agreed travel undertaken while volunteering at 45p per mile).
- Meals, if volunteering exceeds 5 hours at any session up to a maximum of £7.50 on production of a receipt.

Why you might enjoy/achieve from this role

The opportunity to:

- join a friendly, enthusiastic, and supportive team of staff and volunteers.
- meet people of all ages and backgrounds.
- increase your understanding of traumatic bereavement, especially for anyone within the mental health sector.
- build your confidence in communicating with people of all ages and backgrounds and working in a team environment.
- Gain experience and develop new skills.

For more information or to arrange a chat about becoming one of our volunteers, please send an email to jo@hope-sy.org.uk.

We look forward to hearing from you.