Role Description

**About Encompass**:

Encompass Southwest is an independent community based charity working to prevent, reduce and resolve homelessness, rough sleeping and the impact of poverty and financial exclusion across North Devon, Torridge and West Devon.

Our vision is simple, everybody deserves somewhere safe to sleep at night and though our continued work we will strive to ensure that no one ever has to sleep rough or face the effects of social & financial exclusion. To be recognised as a service that has the client at the heart of all its decisions, that’s accessible to everyone and free of discrimination.

**About this Role**:

Encompass Southwest is looking for enthusiastic and motivated individuals to join our team of volunteers based at the Candar Advice Centre in Ilfracombe. Working in partnership with Scribes CIC and North Devon Homes the Candar Advice Centre and Transform 4 Work is a ‘one stop shop’ for free and confidential advice and support on a variety of issues including:

* Money & debt
* Welfare Benefits
* Budgeting
* Housing & Homelessness
* CV writing and form filling

**Role**: Advice Volunteer

**Reports To**: Office & Finance Manager

**Estimated Hours**: As a volunteer you control the time you give and Encompass Southwest will always try to be flexible and fit in with your other commitments. The Candar Advice centre is open to the public every Tuesday and Friday between 10am – 1.30pm. We are looking for volunteers who can assist either on one or both days.

**Aims**: To support clients with a variety of issues including; IT, CV writing, completing on-line forms or advocating to other organisations.

**Responsibilities**:

* To familiarise yourself with the projects and work that Encompass deliver within the local community.
* To attend, where possible training relating to the advice services provided in the centre
* To answer telephone calls
* Issue food parcel vouchers
* Signpost to internal and external projects

**What we are looking for in our volunteers:**

* Imagination and enthusiasm
* Experience with computers, dealing with telephone queries and basic administration
* Good written communication skills
* Ability to work on own initiative
* Previous experience of welfare benefits or money advice would be great!

**What you can expect from us:**

* Full on-the-job training, induction and support will be provided
* Would suit someone wanting to start a career in advice services
* Expenses would be provided

**How to Apply:**

Contact us on 01271 371499 to talk about how you can become a volunteer for Encompass Southwest