

Casework Volunteer

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Information Pack

Volunteering at Headway East London

Thank you for your interest in volunteering with us!

Volunteers are a big part of our community. We value our volunteers and their contributions to the organisation. We have a vivacious team of volunteers, some of which have been with us for over 20 years! Volunteers work alongside staff teams, spend time with our members* and help with activities and events in our centre in Hackney.

About a third of our volunteers have a brain injury and bring valuable understanding and experiences to the role. Others are interested in learning more about brain injury or the complexities of living with a disability. We celebrate our volunteers and are constantly working towards providing new opportunities.

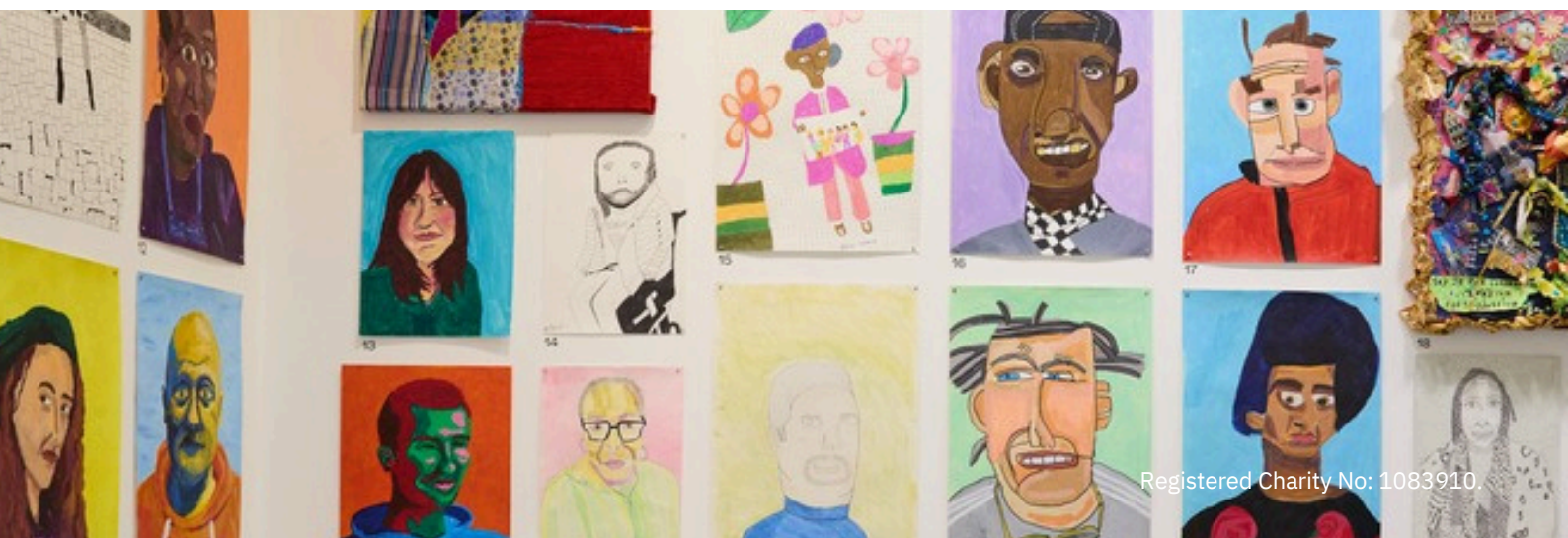
*members: service users

About Us

Headway East London (www.headwayeastlondon.org) is a charity supporting people living with brain injury. Working across 13 London boroughs we offer specialist support and services for survivors and their families. We offer therapies, advocacy, family support and community support work alongside our day service: a community venue where people can make the most of their abilities and interests.

We also promote awareness and understanding of brain injury by providing information to the public, and offering training to university students, professionals and businesses.

Our vision is to build a community where people with brain injury are valued, respected and able to fulfil their potential.



CaseWORK Volunteer

- Location:** Headway East London, Timber Wharf, 238-240 Kingsland Road, London E2 8AX
- Days/Times:** 7 – 14 hours a month: Hackney Support Group 3:30pm – 6:30pm every 4th Thursday. Romford Support Group 1pm - 3pm every 3rd Friday of the month with the remaining hours a week before and the following week on a flexible day.
- Commitment:** 7 hours a month for a minimum of 4 months. The programme runs for 12 months and ideally we would like a volunteer to be able to stay the duration of the 12 months.
- Responsible to:** Casework Services Team

About our support groups

Headway East London runs 3 monthly support groups, offering a safe, confidential, and friendly place open to both adults affected by brain injury and those in their support network such as a family member or carer. The groups run on a 12-month basis with a program of topics and themes such as communication, sleep hygiene, relationships after brain injury and memory with the aim to connect, share experiences, learn from one another, gain strategies, and feel truly understood. These meetings are powered by meaningful conversations, real stories, professional insights and the sense of belonging that comes from peer support.



What will you do

As a Volunteer with the Casework Service team, you'll play a key role in helping our support groups run smoothly. You'll support the team with the administration and behind-the-scenes tasks that make our sessions welcoming, organised, and impactful.

This will include:

- Comply with confidentiality and other group agreements.
- Send out reminders to group members
- Capture topical notes during the support group
- Send out summary information to members
- Upload register attendance
- Assist with keeping the centre safe, clean and tidy all times i.e. collecting and washing cups, setting up the space and putting it back after
- Assist members needing to use a wheelchair in and around the centre.
- Undergo GDPR or any other training as required
- Be part of volunteer debriefs and social events: Volunteer Celebration Week & Volunteer Christmas Party
- Receive volunteer supervision support as and when needed

The support groups contribute to our wider Casework and Family Support service across Headway East London's 13-borough catchment area, working as part of a passionate team. While these are the main duties, the role is varied—so from time to time you may be asked to help with additional related tasks as needed.



Who we're Looking for

Someone who is:

- Warm, friendly, and a good listener
- Organised and reliable
- Able to use a computer and capture notes
- Able to work with people from all backgrounds, showing empathy and understanding for their unique situations.
- Able to work in line with and understand the importance of confidentiality
- Enthusiastic, and committed to making a positive impact
- Keen to learn about brain injury and its impact
- Believe in and commit to the values and vision of Headway East London.

If you're 18 or older and looking to be part of a supportive, energising team, we'd love to hear from you.

Benefits of Volunteering with us

Reference - We are happy to provide references.

Training/ Support - Each volunteer is given an induction which includes information on health & safety, fire precautions, confidentiality, equal opportunities and a brief outline of the long term effects of head injury. As part of this role, you will receive ongoing support and can gain experience in Health and Social Care.

Travel - Travel expenses to and from the Headway are paid, including other travel expenses to and from event venues will be considered depending upon the location (car mileage or public transport costs within London only).

Lunch - Free lunch cooked fresh every day is provided at the centre. We cater for vegetarians and vegans.

Alternatively, we reimburse up to £3.50 lunch expenses if you're here during lunch hours.

Note: For any expenses claimed a receipt must be provided.

How to apply

To apply for a volunteering role, please follow these steps:

- Fill out a short **application form** (available on our website) and provide **two referees**.
- Please send the application form and voluntary **Equal Opportunities Monitoring Form** (available on our website) to recruitment@headwayeastlondon.org.
- On receipt of satisfactory references, we will invite you for an **informal interview** and a **visit** of our centre.
- A start date will be agreed.
- You will be asked to sign a Volunteer Agreement, Confidentiality, and Consent form.
- Potential volunteers with a brain injury will go through stage 1 & 2 and then will be asked to complete an additional form to ensure we give appropriate support. A visit to the centre from 10am-12pm can be arranged before filling out the application form.

If you don't meet all the requirements but are really interested in the role, we encourage you to reach out!

For more information about the Casework Volunteer please contact Caseworker, Penny Anderson on penny.anderson@headwayeastlondon.org or call 020 7749 7790.

For more information about volunteering, or if you are under 18 and looking for a work experience, please contact the Volunteer Lead Katya Goloubeva via email at katya.goloubeva@headwayeastlondon.org. And if you would like to visit our centre in Hackney we can arrange a visit, Mon-Fri, 10-12pm.

If you have any questions about the application form or if you have any access requirements, please email our HR team at recruitment@headwayeastlondon.org.