



## **COMMUNITY ENGAGEMENT AND SUPPORT VOLUNTEER**

The Beacon Project is a community-focused programme providing confidential advice, connection, and learning opportunities for residents in the World's End area. Through weekly coffee mornings, group sessions, and a befriending service that matches individuals with friendly Connectors for regular meet-ups, Beacon helps reduce isolation and build meaningful local relationships. We also offer free, practical support on issues such as benefits and housing, helping people understand their options and access the advice they need. The programme is delivered as a partnership between Family Friends and Nucleus Legal Advice Centre.

### **About the Role**

As our Community Engagement and Support Volunteer, you will be the first friendly face people meet. This role is perfect for someone approachable, confident, community-minded, and who enjoys connecting with others. You will help create a welcoming, inclusive environment where residents feel comfortable accessing support and getting involved in community activities.

### **What You Will Be Doing**

As a volunteer, you will welcome residents and help them feel comfortable accessing the project and its services. You will spend time speaking with local people to raise awareness of the Beacon Project, encourage participation, and build positive relationships within the community. The role will involve supporting community events, coffee mornings, and other outreach activities. Using active listening skills, you'll build trust with residents, take the time to understand their needs, and help connect them with the right support where appropriate. Volunteers will also be encouraged to share their ideas and creativity, helping us develop new ways to engage residents and make the project as welcoming and accessible as possible. You will assist with promoting the service through community events, coffee mornings, leaflets, and our social media channels.

### **What you will gain from the project**

We are a dynamic and innovative project, passionate about providing wraparound support to the residents of World's End. As a volunteer, you'll have the opportunity to make a meaningful difference by supporting people in your local community and helping them access the advice, connections, and opportunities they need. You'll be part of a friendly and diverse team of staff and volunteers. You will also have the opportunity to be part of a project that values the ideas and contributions of our volunteers. We value the skills and experiences that volunteers bring, and you'll be encouraged to share your insights into how we can develop the project. This is an opportunity to gain valuable experience, build confidence, develop new skills in community engagement and communication, and be part of a project that is making a difference locally.



This experience will enhance your CV and support future career development in law, community work, advice services, or other people-focused roles.

### **What we are looking for**

You will bring a friendly and approachable manner and the ability to figure out how best to support people. That means helping clients to become independent. Some interactions may involve people with complex needs or stress, so patience and empathy are two of the most important qualities that we are looking for. You will have excellent communication skills and the ability to advocate for and promote the project to the local community. We are looking for someone who can be a community ambassador for our project and a friendly face for residents.

Our volunteers support residents from a wide range of cultural and linguistic backgrounds. While most residents speak English, many community members speak other languages, including Arabic, Spanish and French. We welcome volunteers from all backgrounds, and additional language skills are an advantage, but are not essential.

### **Expenses**

We want volunteering with us to be accessible to everyone. Reasonable travel and food expenses will be reimbursed. Further information on claiming expenses will be provided during the interview stage.

### **Equality, Diversity and Inclusion**

The Beacon Project is committed to Equality, Diversity, and Inclusion. We are committed to creating an inclusive environment where everyone is treated with dignity, respect, and fairness. We welcome applications from people of all backgrounds, identities, and experiences. We are committed to making reasonable adjustments throughout the recruitment process and during volunteering to ensure everyone has the opportunity to contribute and thrive.

We believe that a diverse team helps us better serve the residents of World's End Estate and strengthens our work within the community.

### **How to apply**

Please send your CV and a short personal statement outlining your suitability to:

[hello@thebeaconpartnership.org](mailto:hello@thebeaconpartnership.org)

If you have any further questions, please do not hesitate to contact [tilde@thebeaconpartnership.org](mailto:tilde@thebeaconpartnership.org)