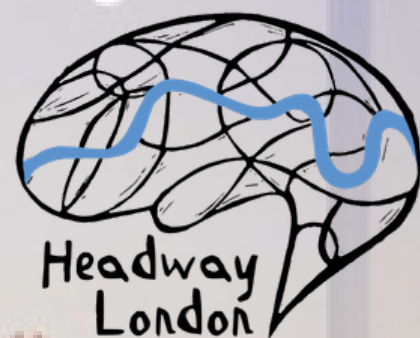




Volunteer with us!
Information Pack

Volunteering at Headway 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 and Lewisham.

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

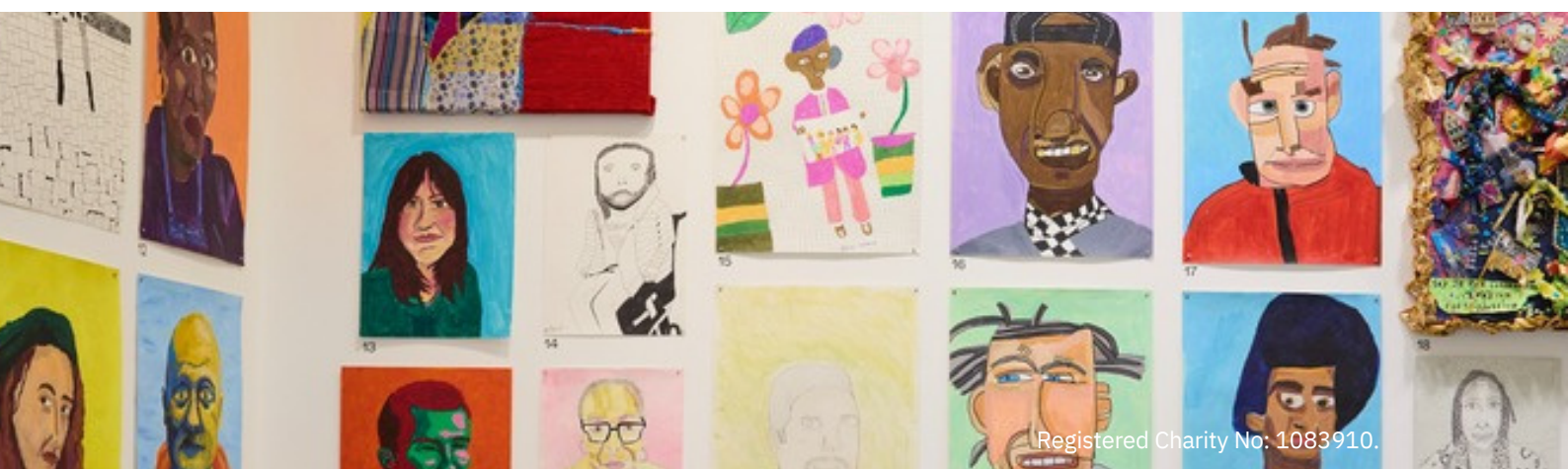
Headway London (www.headwaylondon.org) is a charity supporting people affected by brain injury. Working across 17 London boroughs, we provide specialist support for over 950 survivors, families, friends and carers each year - offering therapies, advocacy, and family and community support, alongside our Day and Evening Services.

Our Mission

We empower our community of brain injury survivors and their families to imagine new possibilities - filled with creativity, embracing diversity and backed by specialist support.

Our Vision

Brain injury survivors experience a world which is accessible to them, and where their contributions are valued and celebrated.



Volunteering roles

There are lots of ways to get involved at Headway London. Whether you're looking for a regular weekly volunteering opportunity or would like to support our events programme throughout the year, we'd love to welcome you to our community.

We offer a range of volunteer roles to suit different interests, availability and schedules. Explore the opportunities below to find the role that's right for you.

We recruit for the following roles

- **Day Service Volunteers – South London (Lewisham) and/ or East London (Hackney)**

We are looking for Volunteers to support the running of activities across Headway London's Day Services. Volunteers support creative and social activities, help members participate in sessions and contribute to a welcoming and inclusive environment. Every day is different and may include art, cooking, gardening, games, discussions and community activities.

Our South London Day Service is a newer service and offers opportunities to help develop activities and engage new members.

- **Evening Service Volunteer – East London (Hackney)**

We are looking for Volunteers to support the running of activities at our Wednesday Evening Service. Volunteers help facilitate creative and social sessions, encourage members to take part and contribute to a welcoming inclusive environment. Every week is different and may include art, music, cooking, games and group activities.



We recruit for the following roles continued;

- **Saturday Social Volunteer – East London (Hackney)**

We are looking for Volunteers to support the running of our Saturday Socials, helping to create a welcoming and inclusive space where people living with brain injury can socialise, build friendships and share experiences. Every Saturday is different and may include games, quizzes, creative activities, conversations and community outings, providing a relaxed and enjoyable environment.

- **Events Volunteer**

Support our programme of events throughout the year, including supper clubs, Open Studio and other special events. Volunteers help create a welcoming and enjoyable experience for our members and guests, that bring our community together. No previous experience is needed, we'll provide a full induction, and support is always on hand!



Centre Volunteer schedule

Role: East London Day Service
Location: Headway London, Timber Wharf,
238-240 Kingsland Road, London E2 8AX
Days/Times: One day per week (Monday to Friday 10am - 3pm)
Responsible to: Volunteer Lead

Role: South London Day Service
Location: Fuel Tank, Deptford, SE8 3DX
Days/Times: Every Thursday from 10am to 3pm
Responsible to: South London Senior Coordinator

Role: Evening Service - East London
Location: Headway London, Timber Wharf,
238-240 Kingsland Road, London E2 8AX
Days/Times: Every Wednesday from 3:30pm to 8:30pm
Responsible to: Volunteer Lead

Role: Saturday Socials - East London
Location: Headway London, Timber Wharf,
238-240 Kingsland Road, London E2 8AX
Days/Times: Every first Saturday of the month, from 11am to 4pm
Responsible to: Volunteer Lead



Centre Volunteers

What will you do?

- Support members 1-to-1 and in small groups, encouraging participation in a range of activities.
- Assist with activities, such as discussion, games, arts, cooking, and using computers.
- Assist with lunchtime activities, including setting up tables and serving food.
- Help keep the centre clean, safe and tidy, including clearing away, washing up and organising resources.
- Support members during social events and outings, including assisting those who use wheelchairs.
- Keep staff informed about activities undertaken with members and any significant changes in mood or behaviour.
- Attend training, supervision and volunteer meetings as required.
- Support with any other task that may be reasonably required.

Commitment

Minimum of 4 months



Events Volunteer

Role:	Events Volunteer
Location:	Headway London and external venues when required
Days/Times:	As and when events occur
Responsible to:	Volunteer Lead

About the Role

We are looking for Events Volunteers to support our ever-expanding and exciting events calendar. You will be volunteering alongside our project leads and people living with acquired brain injury. The role is varied and may include setting up, assisting during activities, helping events run smoothly and creating memorable experiences that bring our community together.

Typical volunteering hours are in the evenings from 5pm onwards. Some events take place at the weekends. Most events are held at our centre in Hackney, although occasional travel may be required for offsite events.

Commitment

There is no formal commitment for this role as events occur every few weeks. Consistency is important to us and we hope you can join as many events as possible.



Events Volunteer

What will you do?

- Support in running Front of House at our supper clubs **Headway EATS**, community inspired events based in our centre showcasing our kitchen project and attended by about 50 guests. This may include decorating rooms and tables, welcoming guests, serving food, clearing tables and serving drinks.
- Support with running our **Open Studios**, happening in our Submit to Love art studio, usually in summer and winter, to showcase and sell our artists' art and our merch. This may include setting up, welcoming visitors, supporting with sales and packaging.
- Support the general running of other Public Engagement events such as exhibitions, films screenings, talks etc. These could happen at external venues in London.
- Work alongside staff and members to help create a welcoming inclusive and enjoyable experience for everyone attending our events.



Christmas Week Volunteer

Role:	Christmas Week Volunteer
Location:	Headway London
Days/Times:	One or more days over the week 16-21 December, 10am - 3pm
Responsible to:	Volunteer Lead

About the Role

Every December we celebrate **Christmas week** in our centre in Hackney: Members, staff and volunteers come together to enjoy a delicious roast dinner, wear their favourite festive outfits, celebrate with music, games and plenty of seasonal cheer.

Volunteers help prepare and serve the Christmas dinner, distributing presents for all our members, and, if they'd like to, lead one of our Christmas quizzes. Whatever you choose to do, we're certain you'll leave filled with lovely food and the Christmas spirit.

This is a fantastic opportunity to make the most of your volunteering days or bring your colleagues together for a corporate team away day. It's a unique **team building experience!** while making a meaningful difference to our members' Christmas celebrations.

Commitment

You can choose to join us for **one or more days between Monday 16 and Friday 21 December 2024**. Volunteering hours are 10pm - 3pm.



Christmas Week Volunteer

What will you do?

- Support staff and members in the kitchen to prepare a delicious Christmas dinner.
- Assist with lunchtime activities, including setting up tables and serving food.
- Help keep the centre clean, safe and tidy, including clearing away, washing up and organising resources.
- Help in facilitating games and quizzes, support music groups, distribute presents and join any other activities organised in the centre.
- Work alongside staff and members to make sure everyone has a fantastic Christmas week experience.
- Support with any other task that may be reasonably required.
- Option to dress up as Santa's helper!



Who are we Looking for?

Someone who:

- Can work with people and enjoy building connections.
- Can communicate clearly and sensitively, with an ability to listen and support others.
- Can relate well to individuals 1-on-1, showing empathy and understanding for their unique situations.
- Can work independently and as part of a team.
- Has patience, a sense of humour, and flexibility.
- Has initiative, and can offer help wherever it's needed.
- Is reliable, enthusiastic, and committed to making a positive impact.
- Is open to participating in a range of activities that support our members.
- Is comfortable leading a small group activity (not required for Events Volunteers).
- Believes in and are committed to the values and vision of Headway London.
- You're committed to equal opportunities and understand the importance of confidentiality.

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 following a period of regular volunteering.

Training/ Support - You'll receive a full induction covering topics such as health & safety, fire precautions, confidentiality, safeguarding, quality, diversity and inclusion and a brief outline of the long term effects of brain injury. Throughout your volunteering, you'll receive ongoing support from our staff team along with an experience in Health and Social Care.

depending on your volunteering role, you may also benefit from:

- Regular volunteer meetings
- Debrief sessions
- 1-to-1 supervision

Annual review meetings

Travel - We reimburse travel expenses to and from Headway, as well as travel to event venues where applicable. This may include public transport or car mileage within London.

Lunch - Free lunch is cooked fresh every day at the centre, with vegetarian and vegan options. Alternatively, if you are volunteering during lunch hours, we can reimburse up to £3.50 towards your lunch.

Please note: Receipts are required for all expense claims.





Volunteer with us!

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@headwaylondon.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.
- Before you begin volunteering, we will need to conduct an Enhanced Disclosure and Barring Service (DBS) check. If you already hold a valid Enhanced DBS certificate and are registered with the DBS Update Service, we may be able to accept your existing certificate.
- 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!

If you would like to visit our centres before submitting an application, we can arrange a visit, Mon-Fri, 10-12pm (Hackney) or Thursday 10am-12pm (Lewisham). Please contact the Volunteer Lead for Hackney (see below) and the Senior South London Coordinator for South (jenny.buggs@headwaylondon.org).

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

For more information about volunteering at Headway London and if you are under 18 and looking for a work experience, please contact the **Volunteer Lead Katya Goloubeva** via email at katya.goloubeva@headwaylondon.org or call 020 7749 7790.