



Volunteer with us!
Information Pack

Volunteering at Headway East London

Thank you for your interest in volunteering with us!

Volunteers are a big part of our community. They work alongside our team, 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.

If you want to meet new people in a relaxed environment, and get involved in art, cooking, music, gardening or socialising, you've come to the right place!

You don't need any special skills or knowledge, we'll give you the induction you need and we offer regular volunteer meetings, training sessions and supervision.

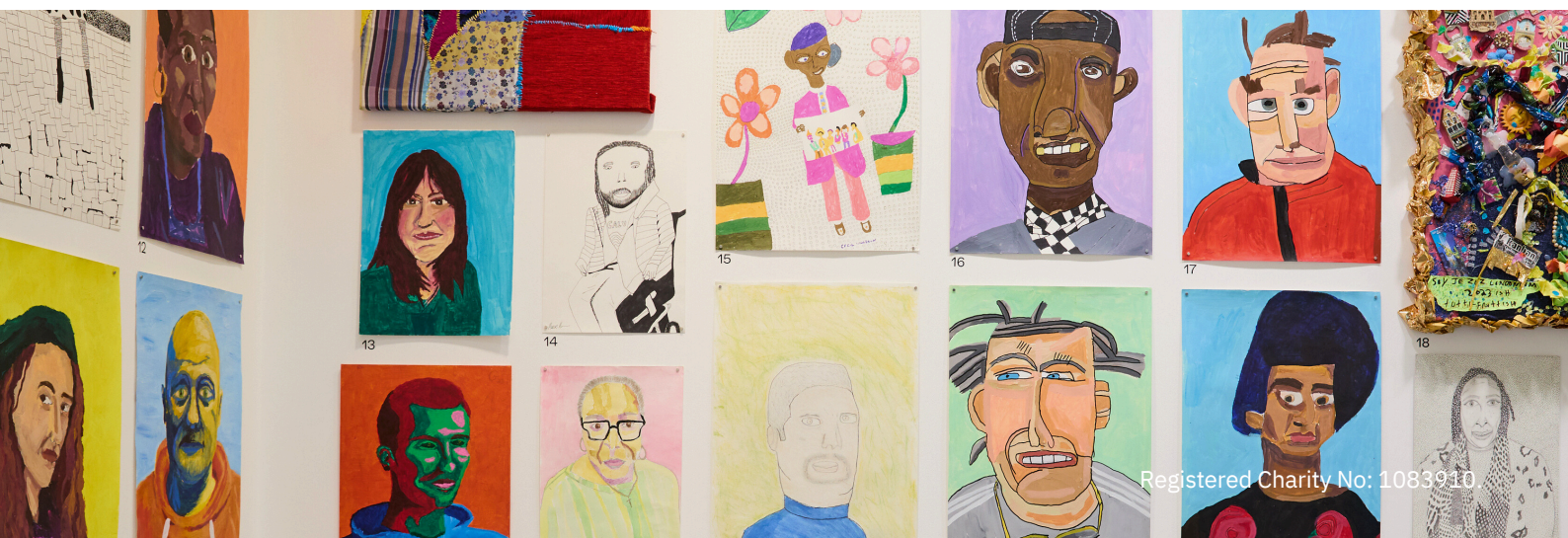
*members: this is how we call our service users

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.



Volunteering roles

Whether it's visiting our centre in Hackney once a week or getting involved in our exciting events, there are plenty of ways to join our community.

Keep reading to explore each role and find the one that best fits your schedule.

We are currently looking for volunteers in the following roles:

- **Day Service Volunteer:** join us once a week, 10am-3pm. Support the daily programme of creative projects at Headway East London, including art, cooking and gardening.
- **Evening Service Volunteer:** join us every Wednesday, 3.30pm-8.30pm. Join a small group of members for conversations, creative activities and dinner.
- **Saturday Socials Volunteer:** join us every first Saturday of the month, 1-5pm. We share stories and experiences and have lunch together.
- **Events Volunteer:** join our exciting events, usually in the evenings after 5pm. From supper clubs to open studios, be part of our exciting programme of events.



Day Service Volunteer

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

About the Role

We are looking for a **Day Service Volunteer** to assist in the running of the daily programme of activities at Headway East London. Volunteering with us, you'll get involved in the fun and creative activities going on at our Day Service. Every day is different: you could help in our art studio, assist in the kitchen or take part in a music session. You'll be supporting our members one-to-one and in groups.

Commitment

The minimum commitment is **4 months, one day a week** Monday to Friday, 10am-3pm.

What will you do?

- Help deliver our programme of activities, offering support 1-to-1 or in small groups
- Assist members with using computers, cooking, engaging in art activities etc.
- Initiate discussion, games or activities and encourage members to take part.
- Help floor staff at lunchtime with setting up tables, dishing out and serving food.
- Assist with keeping the centre safe, clean and tidy all times i.e. collecting and washing cups, tidying up resources' shelves, wiping tables before lunch.
- Inform floor staff about activities undertaken with members and any significant changes in mood or behaviour.
- Take members to social events and outings and assist individuals needing to use a wheelchair.
- Undergo training as required and attend volunteer debriefs and supervision.
- Support with any other task that may be reasonably required.

Evening Service VOLUNTEER

Role:	Evening Service Volunteer
Location:	Headway East London, Timber Wharf, 238-240 Kingsland Road, London E2 8AX
Days/Times:	Every Wednesday from 3.30pm to 8.30pm
Responsible to:	Volunteer Coordinator

About the Role

We are looking for a **Volunteer** to assist in the running of our **Wednesday Evening Service** programme of activities.

You'll get involved in the fun and creative activities going on at our Evening Service. Every week is different: you could help making art, assist in the kitchen or take part in a music session. You'll be supporting our members one-to-one and in groups.

COMMITMENT

The minimum commitment is **4 months, every Wednesday** from 3.30pm to 8.30pm

What will you do?

- Help deliver our programme of activities, offering support 1-to-1 or in small groups.
- Assist member with using computers, cooking, engaging in art activities etc.
- Initiate discussion, games or activities and encourage members to take part.
- Help floor staff at lunchtime with setting up tables, dishing out and serving food.
- Assist with keeping the centre safe, clean and tidy all times i.e. collecting and washing cups, tidying up resources' shelves, wiping tables before lunch.
- Inform staff about activities undertaken with members and any significant changes in mood or behaviour.
- Take members to social events and outings and being able to assist individuals needing to use a wheelchair.
- Undergo training as required and attend volunteer debriefs and supervision.
- Support with any other task that may be reasonably required.

Saturday Socials Volunteer

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

About the Role

We are looking for a **Volunteer** to assist in the running of our **Saturday Socials group**, an opportunity for people living with brain injury to socialise and share experiences at our centre in Hackney.

You'll get involved in the activities going on at our Saturday socials. You'll be supporting our members one-to-one and in groups.

Commitment

The minimum commitment is **4 months, every first Saturday of the month**, from 11pm to 4pm

What will you do?

- Help deliver our programme of activities, offering support 1-to-1 or in small groups.
- Assist member with using computers, cooking, engaging in art activities etc.
- Initiate discussion, games or activities and encourage members to take part.
- Help floor staff at lunchtime with setting up tables, dishing out and serving food.
- Assist with keeping the centre safe, clean and tidy all times i.e. collecting and washing cups, tidying up resources' shelves, wiping tables before lunch.
- Inform staff about activities undertaken with members and any significant changes in mood or behaviour.
- Take members to social events and outings and being able to assist individuals needing to use a wheelchair.
- Undergo training as required and attend volunteer debriefs and supervision.
- Support with any other task that may be reasonably required.

Events Volunteer

Role:	Events Volunteer
Location:	Headway East London, Timber Wharf, 238-240 Kingsland Road, London E2 8AX and external venues when required
Days/Times:	As and when events occur
Responsible to:	Volunteer Coordinator

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, other volunteers and people living with acquired brain injury. You don't need any special skills or knowledge, we'll give you the induction you need, and support is always on hand! The role is varied and volunteering hours usually start **after 4.30pm/5pm for about 5 hours with breaks**. Occasionally our events will happen during the weekend. You will be mostly based at our centre in Hackney but travel may be needed for occasional events offsite.

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.

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 includes 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 includes 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, member and volunteers to make sure everyone has a fantastic experience at our events.

Who are we Looking for?

Here is what we're looking for in a Headway Volunteer:

- You're 18 or older.
- You have experience working with people and enjoy building connections.
- You communicate clearly and sensitively, with an ability to listen and support others.
- You can relate well to individuals one-on-one, showing empathy and understanding for their unique situations.
- You're able to work independently and as part of a team.
- You bring patience, a sense of humour, and flexibility to everything you do.
- You have common sense and take initiative, offering your help wherever it's needed.
- You're reliable, enthusiastic, and committed to making a positive impact.
- You're open to participating in a range of activities that support our members.
- You're comfortable leading a small group activity (not required for Events Volunteers).
- You believe in and are committed to the values and vision of Headway East London.
- You're committed to equal opportunities and understand the importance of confidentiality.



Benefits of Volunteering with Us

At Headway East London 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! We continue to celebrate them and are constantly working towards providing new opportunities.

You will be able to join a lively community of people with a wide range of interests and skills. We are happy to provide references.

Additional benefits of volunteering with us are:

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 have the opportunity to gain experience in Health and Social Care.

To fully support our volunteers in their role we provide:

- Regular volunteer meetings (for Day Service and Evening Service volunteers).
- A regular debrief session (for Day Service and Evening Service volunteers).
- One to one supervision starting after the first 4 months and yearly appraisal meetings (for Day Service and Evening Service volunteers).
- Ongoing support is available from staff at the events and from the Volunteer Coordinator.

Expenses

- **Travel expenses** to and from the Headway are paid, travel expenses to and from events venues will be considered depending upon the location (car mileage or public transport costs within London only).
- **Free lunch** is provided at the centre. We cater for vegetarians and vegans. Alternatively, we reimburse up to £3.50 lunch expenses.
- 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!

If you would like to visit our centre in Hackney before submitting an application, we can arrange a visit, Mon-Fri, 10-12pm. Please contact the Volunteer Lead (see below).

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.

For more information about volunteering at Headway East 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@headwayeastlondon.org or call 020 7749 7790.

