Current Volunteering Opportunities at
What’s Happening on North Street (WHONS)

At WHONS, we’re always keen on any offers of help. Just a couple of hours a week can make a huge difference to what we’re able to do... there’s always more to do than time/people available!

People volunteer for WHONS for many different reasons:
Some people want to gain experience in a community centre setting
Some people are interested in helping out in one of our specific projects
Some people want to help a community organisation where they can be of most help
Some people have specific skills we can use

We will always try to utilise your skills as an individual – what you’re passionate about, and what you can bring to WHONS.

It’s useful for us to outline our various projects – so that if your skills fit them, or if a particular project appeals to you, then we can match you up. So this is a brief introduction to the projects we currently run & what skills are needed – if you want to know more, please speak to any member of staff.

The phone number is 01270-749050
Our website is www.whatshappeningonnorthstreet.org
Our Facebook page is Facebook.com/whatshappeningonnorthstreet

All opportunities are subject to 2 satisfactory references, and may be subject to either a standard or enhanced DBS (Disclosure & Barring Services) check. You will be given full training and support as appropriate.

Coffee Shop

What is it?
The Coffee Shop is open to the public –people may come in for drinks and food, or may use the coffee shop whilst accessing other services in the centre. The coffee shop will serve good quality coffee, a range of other hot and cold drinks, cakes, sandwiches, panini and other snacks.

What’s Happening on North Street is a place where we hope increasingly that people will be able to access a range of information, advice and support services. Many of these will be delivered by external agencies, so the volunteer’s role will be to have knowledge of these agencies (provided at induction and ongoing supervision/training) to enable signposting and referring people to the appropriate agencies.

Volunteers will also be on hand to give people basic help with a variety of issues. Examples include sitting with someone and helping search the internet for the relevant information, helping people to register an email address (required for a lot of services including Benefits), or help them access information which they may need help with due to disability e.g. illiteracy.

Full training will be given to volunteers to enable them to understand the boundaries of what information, advice and support can be given and what should be referred on to other agencies, and to have knowledge of information available online for the most common enquiries.
There are computers with Internet access which people can use free of charge, or they can use their own device.

What skills are needed?
Your role is to help with the making and serving of drinks and food. You will be supervised and under the direction of the person running the coffee shop. We pride ourselves on building positive relationships with our customers, and as part of our team, your role will include befriending customers, and getting to know the needs of regular customers. If you’re able to commit to a regular day each week, you may find you see people regularly, and can build rapport/relationships with them.

You should be someone who is at ease with the public, has a positive and welcoming attitude, and can work under pressure – we expect that the coffee shop will have quiet and busy periods.

You should be friendly & approachable, non-judgmental, able to deal confidentially & sensitively with issues, and have a basic desire to see people realise their potential.

Barista training will be provided to enable you to make and serve our range of coffees, and you will be required to undertake other training such as Food Hygiene, which will be provided free of charge.

You will develop people skills, learn how to respond to people and their needs, and learn about other resources and networks available.

Other opportunities

There are other opportunities available... If you are interested, please speak to a member of staff at WHONS for further information:

- Admin: Helping with the administration of WHONS
- Fundraising: Working on sustainable sources of funding
- One off events
- **Your skills & gifts:** Do you have other skills or talents that you could give to WHONS? We like to build around your unique skills... Be as creative as you like!

Last updated: 2 June 2016