

### About Northmoor Community Association

Northmoor Community Association (NCA) is an independent charity set up by the local community in 2000, based in Longsight, Manchester and consists of a Community Centre and a Hub. NCA is run with an emphasis on relieving poverty, promoting health & wellbeing, advancing skills & learning and enhancing the quality of life for the people who engage with us and use our services. Today the NCA is an integral part of a diverse community that is tackling multi levels of deprivation and we fulfil our mission by offering a wide range of services and activities for all ages, all of which are delivered by a dedicated team of staff and volunteers who have a variety of skills and knowledge. The majority of services we offer are free of charge so we rely on many different sources of funding to keep the services open; we also host a range of other free services that are delivered by other local charities or partner organisations.

### Description of the Next Step project

Our Next Step project is free service for residents of Manchester aged 16+. There is a dedicated team of staff and volunteers that help someone take their 'Next Step', whether that be getting onto the right benefits, learning to use the computer, learning job related skills, looking for a job or using our support services. Our support services are: CV support, Universal Credit specialist, Housing advisor, Self Help (talking therapy and CBT)

### Main Tasks

- Welcoming the residents when they arrive, ensuring they sign in and fill in a registration form
- Working with them to fill in online forms (such as Universal Credit)
- Supporting them to speak to public services on the phone
- Signing up residents to the online courses we provide and supporting them in their learning
- Support them with finding training, a placement or volunteering opportunities
- Support them with basic I.T skills training by way of using the online packages on offer within Next Step
- Helping residents to fill in paper forms
- Inputting the registration form data onto the excel spreadsheet and filing the form away

### Skills, Experience and Qualities needed

- Good listening, communication and English Language skills for interacting with residents
- Good level of computer skills for supporting residents with their computer needs
- To be polite, friendly, helpful and patient
- To be able to work flexibly and adapt to the varying needs of the residents
- To be able to take direction but also work from your own initiative
- To work well as part of a diverse team
- A commitment to Equal Opportunities, treating all individuals equally and with respect
- An understanding and commitment to Confidentiality, Safeguarding and GDPR standards

### Commitment

The project is open all year round, only closing on Bank Holidays. Volunteers usually volunteer on one 3 hour session a week; you can volunteer on more than one session a week, but we recommend starting off on just one.

Monday 10am-1pm/4:30pm-7:30pm

Tuesday 10am-1pm

Wednesday 10am-1pm/3pm-6pm

Thursday 10am-1pm

Saturday 10am-1pm/3pm-6pm



## Inductions and Training provided

A full volunteer induction and introduction into the project. You would not be expected to fulfil all aspects of the role immediately; there is the opportunity to shadow staff and other volunteers and learn over time.

We provide the following online training free which needs to be completed within your first month. They are industry standard courses that you gain a certificate for on completion. You can work on the courses during your volunteering session when it is quiet.

- GDPR (Data Protection) (Essential - to be completed within 1 month of starting)
- Safeguarding for Everyone (Essential - to be completed within 1 month of starting)
- Health and Safety Level 1 (aspirational)
- Diversity Training (aspirational)

## The Benefits

- You will be paid out-of-pocket expenses such as bus fare
- We provide a professional reference for you after completing 30 hours over 3 months
- You can take advantage of all the free courses, training, events and services we have here at the centre
- You can gain valuable experience which will help improve your job prospects
- You will be invited to all the staff and project meetings and have your thoughts and suggestions heard
- You will meet other volunteers and can be part of the Volunteer Steering group
- You will be celebrated as a volunteer in our Volunteer Celebrations twice a year
- You will feel a sense of reward at helping your local community and meeting a diverse range of people



## Interested?

You can arrange to do a 'taster' session, to see if the role is suitable before you commit to being a volunteer.

Speak to Volunteer Coordinator Meganto arrange a taster session or to ask a question:

**Call:** 0161 248 6823

**Email:** [Megan@northmoorcommunity.org](mailto:Megan@northmoorcommunity.org)

**Website:** [www.northmoorcommunity.co.uk](http://www.northmoorcommunity.co.uk)

**Address:** Northmoor Community Centre,  
95-97 Northmoor Road (entrance on Elgar Street),  
Longsight,  
Manchester,  
M12 5RT



We can make reasonable adaptations to this role to meet your learning and support needs  
You have a right to refuse demands that are beyond the stated and potential scope of the role