



## Canopy Housing – Volunteer Support and Communications Worker

### Job Description

Canopy is a self-help, community-housing organisation based in inner city Leeds. We renovate empty houses to create decent homes for people who are homeless. We involve local people, volunteers, tenants, and others in every aspect of our work. Canopy transforms communities as homeless people and local volunteers renovate empty homes.

#### Responsible to: Project Development Manager

An essential part of our work is the self-help and voluntary activity of creating a home. The job will entail some regular practical work alongside volunteers, tenants and other workers. The post holder will have to show initiative, be willing to learn new skills, and enjoy mucking in on a building site.

#### Summary

The Volunteer Support and Communications Worker is responsible for delivering and managing volunteering opportunities at Canopy. This includes recruiting and supporting volunteers, managing volunteer teams and creating engaging content to showcase their impact. The role will deliver support work for people at a disadvantage to enable volunteering and access to further training and employment opportunities. The role will also include regular site work with volunteers and tenants and requires initiative, adaptability, and a hands-on approach.

#### General areas of responsibility

- Recruit volunteers, providing inductions, training and risk assessments, liaising with referral agencies. This will include on-site support to volunteers during property renovation activities
- Support assessments and employment support for people at a disadvantage, liaising with relevant support services, creating support plans and recording information
- Communications and media management. Support the growth of Canopy's online presence, using various creative formats. Produce data and content for reports and promotional materials

#### Specific responsibilities

- Volunteer recruitment and support, including inductions, training and risk assessments
- Provide on-site support, especially during initial volunteer involvement stage
- Liaise with colleges, employers and referral agencies to promote volunteering
- Provide volunteers with employment-related support. Signpost to relevant education and training providers, and referral services
- Plan and manage volunteer timetables and meetings; take meeting notes
- Plan, organise and document workshops



- Coordinate volunteer social events and work with the Housing and Support Administrator to organise joint tenant-volunteer activities.
- Collect and evaluate feedback of the volunteer programme and workshops
- Maintain accurate volunteer records and database
- Manage volunteer data and generate regular reports on engagement and outcomes
- Source donations and sponsorship from individuals and enterprises
- Create engaging content for social media, PR and funders using video, photography, interviews & case studies
- Support Canopy's social media presence and build relationships through digital platforms
- Assist in the production of reports and other promotional materials
- Manage and seek, where appropriate, media interest

### **Responsibilities of all staff**

- Deal with, along with other staff, general office enquiries and the day-to-day administrative activity of the organisation
- Attend regular 121s and appraisals with your manager.
- Attend regular team meetings, taking minutes from time-to-time
- Attend Board meetings from time-to-time as required
- Identify your own training needs and attend relevant training
- Ensure Canopy's record keeping is accurate and up to date
- Answer the telephone and door
- Comply with Canopy policies, procedures and working practices
- Keep all people in contact with Canopy safe and free from harm
- Take responsibility for identifying hazards, reporting them, and doing something about them
- Help in every area of the organisation's work as required
- Carry out any other tasks as required by the Senior Management Team or Board