

## Community Engagement Volunteer: role description

### What we are looking for

A friendly face, providing a warm welcome to all clients and visitors at our Merchant Street Hub, supporting our Tower Hamlets community activities programme with light practical support and engaging with our community members.

### Why it matters

Tower Hamlets has the third highest level of loneliness in London. Our Merchant Street Hub provides a welcoming community space, open to anyone over 50, offering a variety of weekly activities that support health and wellbeing, and a safe place to share stories while enjoying light refreshments. By volunteering at Merchant Street Hub, you'll be helping to reduce levels of loneliness that many of our clients feel, and become more included, valued and take an active part in the Tower Hamlets community.

### Why these roles are needed

The hub hosts a variety of essential services and activities for older people, including those living with disabilities, vulnerable people and carers. A warm welcome is pivotal in ensuring that everyone feels included and supported during their visit.

### What you'll do

- Meet/greet and assist clients and visitors, ensuring smooth sign-in and sign-out, and contribute to the overall welcoming atmosphere of the centre
- Provide light refreshments
- Provide support and a creative outlook on our community activities
- Provide a minimum of 5 hours support per week

### What we do at the Merchant Street Hub

- We offer a variety of activities including exercise classes, creative and crafting groups, digital support, a lunch club, bingo, and many others
- Venue address: 1 Merchant Street, Bow, London E3 4LY
- Opening hours are as follows:

**Monday:** 9.00 am - 3.45 pm

**Wednesday:** 9.00 am – 5.00 pm

**Thursday:** 9.00 am – 5.00 pm

### Skills and attributes needed

- A warm and welcoming persona
- An understanding of the needs of older people
- Strong communication skills in English
- Ability to stay organised and composed in a busy environment
- Sensitivity surrounding diverse needs and accessibility requirements
- Patience and compassion

- Consistency and reliability
- Desire to contribute to a stronger and better-connected community
- Desire to contribute ideas

### Benefits

- Having a tangible impact on older people's lives, particularly those in vulnerable situations
- Helping older people can provide a strong sense of accomplishment and purpose
- Enhancing career prospects
- Social and celebration events
- Access to an AGE UK Discount Portal

This role is perfect for those who love connecting with people, thrive in a dynamic creative environment, and are eager to make a real impact in their local community.

### Skills developed

- **Emotional and Social Intelligence:** empathy; active listening; emotional regulation
- **Communication Skills:** compassionate dialogue; non-verbal awareness; conflict resolution
- **Relationship Building:** trust development; boundaries and confidentiality; consistency and reliability
- **Problem-Solving and Creativity:** adaptability; encouraging new perspectives; resourcefulness
- **Personal Growth:** self-awareness; confidence and self-esteem; resilience

### Support provided

- Comprehensive induction, training, and support throughout your time with us
- Regular supervision by a manager
- Opportunities for peer group sessions to share experiences and grow together
- Opportunities for additional training and personal development
- Reimbursement of agreed expenses

We also host an annual Volunteer Awards event where we celebrate and recognise the contribution of our volunteers.

### How to apply / contact details

- **Online:** <https://www.ageuk.org.uk/eastlondon/get-involved/volunteer2/application-form/>
- **Email:** [volunteering@ageukeastlondon.org.uk](mailto:volunteering@ageukeastlondon.org.uk) for more information
- **Tel:** 020 8981 7124 and ask for the Volunteer Team for more information

We will also require details of two referees and ask that you complete a DBS check (which we will arrange for you).