

brighter futures  
HOUSING • HEALTH • HOPE

**VOLUNTEER**

**VOLUNTEERING**

**OPPORTUNITIES**

Brighter Futures Housing Association Limited is registered with the Regulator of Social Housing (H4315); and is a Registered Society under the Co-operative and Community Benefit Societies Act 2014 (21244R) and is affiliated to The National Housing Federation. Brighter Futures Housing Association Limited's registered office is at Three Counties House, Festival Way, Festival Park, Stoke-on-Trent, ST1 5PX

# INTRODUCTION TO VOLUNTEERING

Our volunteering scheme was developed primarily for Brighter Futures customers, for example, people who have learning disabilities, or people who have experienced issues such as homelessness, mental ill health, substance misuse or offending behaviour.

This aims to help people give back to their community while gaining new skills, building confidence ,and developing a sense of self-worth. But everyone has a different reason for volunteering, some may include:

- Supporting others to live fulfilled lives
- Gaining valuable work experience that can be used as a reference for future employers
- Accessing Brighter Futures' Training and Development Programme
- Meeting new people
- Engaging with the local community



## DID YOU KNOW?

Brighter Futures was first known as the Potteries Housing Association in 1974!

## OTHER VOLUNTEERING

If you're interested in a volunteering opportunity that's not listed in this booklet, we'd love to hear from you! We're always open to new ideas and excited to create fresh opportunities.

### CONTACT THE TEAM

By emailing: [volunteering@brighter-futures.org.uk](mailto:volunteering@brighter-futures.org.uk)

### ASK YOUR WORKER

During your next visit or meeting with your Brighter Futures Worker, ask them to contact Rachel for you.

### CALL BRIGHTER FUTURES

Ask our Customer Services for more information by calling 01782 406 000.



### DID YOU KNOW?

The Rough sleepers Team  
work 365 days a year!

# HANLEY CONNECT

## MEET & GREET

Hanley Connect provides support and activities for people who are homeless or at risk of becoming homeless.

The hub is open Monday to Friday and anyone seeking help can drop in to Hanley Connect as there are no referrals necessary.

Hanley Connect needs help welcoming people in at the door. Tasks may include:

- Welcoming people as they arrive.
- Saying goodbye to people when they leave.
- Asking if they need support and let the staff know.
- Completing paperwork and handing out meal tickets.
- Checking that no one on the exclusion list enters the Hub.
- Labeling any personal belongings.



# HANLEY CONNECT

## KITCHEN ASSISTANT

Hanley Connect Kitchen provides hot meals and refreshments to those visiting Hanley Connect.

The hub would benefit from volunteers helping to serve the food and drinks.

Tasks may include:

- Getting the kitchen ready to serve drinks by 10 am and food by 10:30 am.
- Keeping the kitchen and dining room clean and tidy.
- Taking food and drink orders.
- Filling out the daily paperwork.
- After training, you can help prepare and cook food.





# HANLEY CONNECT

## DONATIONS VOLUNTEER

Hanley Connect is seeking a volunteer to join us one day a week to assist with sorting and organising clothing or food donations that they receive.

Tasks may include:

- Sorting and folding clothing donations.
- Sorting food donations and checking dates.
- Keeping the donations cupboard tidy.



## COMMUNITY HUB

### MEET & GREET

Brighter Futures run community hubs for different people on different days of the week

You will play a key role in welcoming and greeting members of the community as they visit the hub, ensuring they feel comfortable and supported during their time there.

Tasks may include:

- Greeting visitors.
- Providing any information they may require or guide them to someone who can help.
- Helping with event coordination if there is a scheduled event or meeting.
- Signing In and Registration.



# COMMUNITY HUB

## KITCHEN ASSISTANT

The Community Hub provides a welcoming and safe space for everyone in the community, offering a place to relax and enjoy a drink or refreshments during their visit.

Tasks may include:

- Setting up or closing down for the day.
- Keeping the kitchen a dining room clean and tidy.
- Taking food and drink orders.
- Filling out the daily paperwork.

## 90 HOPE ST

### KITCHEN ASSISTANT

90 Hope Street is our 24/7 direct-access homeless hostel, providing vital support every day of the year. We're currently seeking enthusiastic volunteers to assist in running the kitchen.

Tasks may include:

- Get the kitchen ready to serve.
- Keeping the kitchen and dining room clean and tidy.
- Taking food and drink orders.
- Fill out the daily paperwork.
- After training, you can help prepare and cook food.



# 90 HOPE ST

## MEET AND GREET

90 Hope Street is looking for a resident volunteer to play an important role in welcoming new tenants. This includes meeting with them upon arrival, giving a tour of the building, and helping them feel at home as they settle into their new surroundings.

Tasks may include:

- Arranging to meet new residents.
- Giving a guided tour of the building.
- Greetings to current residents.
- Providing information and pointing residents in the right direction of who to talk to if they need anything.



# MARKETING AND COMMS

## DISTRIBUTOR

Our Marketing and Communications Department is responsible for spreading the Brighter Futures word, making sure local people, businesses, and other services know about the work we do. The department would like volunteers to help them distribute leaflets and flyers across Stoke-on-Trent.

Tasks may include:

- Handing flyers out to businesses, GPs, libraries, the police, shops
- Answering questions about Brighter Futures services
- After training, you may be able to attend events to represent Brighter Futures



# SUSTAINABLE

Our promise to nurture our people, our planet and our policies to ensure longevity.

# OUR VALUES

Our values are what drive us. They guide our behaviours and attitudes, and reflect everything we do.

# EMPOWERING

The way in which we help people to realise their potential and work towards their goals

## CREATIVE

The approach we take in viewing complex problems and devising effective solutions

## PASSIONATE

The combination of our belief and energy to deliver change across Stoke-on-Trent and surrounding areas.

## EQUAL

Our recognition that everyone deserves the same opportunities and respect.

## GET IN TOUCH

Three Counties  
House, Etruria Way,  
Stoke-on-Trent,  
ST1 5PX

Visit us:  
[www.brighter-futures.org.uk](http://www.brighter-futures.org.uk)

Call us:  
01782 406 000

Find us:

