

Addictions Recovery Community Hillingdon (ARCH)  
Via Hillingdon Service  
**Service Support Volunteer, Uxbridge**

Arch Hillingdon is a free and confidential drug and alcohol service for young people and adults who live or are registered with a GP in Hillingdon.

Via's Hillingdon service is a support service for adults and young people who are affected by drug and alcohol problems. We have a dedicated team of substance misuse practitioners who work alongside other professionals including doctors, nurses, psychologists and therapists across three sites.

Service Support volunteers play an important behind-the-scenes role in helping services run smoothly and feel welcoming, organised and well-maintained. By supporting day-to-day practical tasks, you help staff focus on delivering support to people who use the service.

**Main purpose  
of the role:**

- Helping to maintain a tidy, welcoming and well-organised environment across the building
- Putting up posters, notices and displays as directed, ensuring information is clear, current and visible
- Checking leaflet racks and noticeboards and replenishing materials when stocks are low
- Assisting staff to ensure equipment, resources and rooms are set up correctly and items are returned to their proper places
- Carrying out simple, low-risk admin tasks such as photocopying, filing, sorting paperwork or preparing information packs
- Supporting occasional practical tasks such as preparing rooms for meetings or activities
- Flagging any maintenance, stock or resource issues to staff when noticed
- Working flexibly across different areas of the service as needed, following guidance from staff
- Adhere to policies and procedures, in particular confidentiality

**Person  
specification:**

- A practical, reliable and proactive approach to tasks
- Good attention to detail and pride in keeping spaces organised and presentable
- The ability to work independently on straightforward tasks, while knowing when to ask for guidance
- A friendly and respectful attitude when working around staff, volunteers and service users
- Willingness to follow confidentiality, health and safety, and organisational guidelines
- A team-focused mindset and willingness to help where needed

**Commitment required:**

- Our preference is for a volunteer to attend 2–3 days per week; however, even one day would be great. We can be flexible
- Carried out between the hours of 9-4, Monday - Friday

**Training and support given:**  
**Other:**

- Full induction
- Travel expenses can be claimed with proof of a transportation ticket or mileage accrued
- A Disclosure and Barring Service (DBS) check is required for this role, carried out by ARCH
- You may need to complete an additional form/ paperwork for ARCH
- You must be aged 18 years and over to carry out this role

**To apply for this role:**

A H4ALL application form must be completed. Please note we require two references.

To obtain an application form:

- Visit [www.h4all.org.uk](http://www.h4all.org.uk) and download or print an application form
- Email [volunteerhub@h4all.org.uk](mailto:volunteerhub@h4all.org.uk) to request an application form to be sent to you by email or post
- Telephone 01895-676-111

Send your fully completed application form by:

- Email to [volunteerhub@h4all.org.uk](mailto:volunteerhub@h4all.org.uk)

Post to H4All, Volunteer Hub, Key House, 106 High Street, Yiewsley, UB7 9BQ