

# Likewise

## Volunteering Information Pack



## About Likewise

Likewise is an innovative charity working at the heart of the Camden community to create social inclusion and wellbeing support. Our culture is all about being human together.

At Likewise, we imagine a vibrant, welcoming community where everyone feels at home. A place where people from all walks of life come together building real connections, sharing support, and growing alongside one another. We support often isolated or excluded people by building authentic relationships and community together.

Through these connections, we nurture wellbeing and inspire systemic change toward a more human, empathetic, and inclusive health and social care system with people at the heart.

Together, we rediscover what it means to belong, connect and be there for each other.

### CORNERSTONES OF OUR WORK

- \* Providing one-to-one support through human centred relationships where we're alongside people as they navigate life, cultivate wellbeing and learn.
- \* Evolving and building community spaces, places and relationships, focussed on belonging, learning together and wellbeing.
- \* Collaborating and working in partnerships where we learn, act together and model human centred services for greater impact, influence and sustainable change.
- \* Being a human, relationship centred organisation where we take good care of each other. We're adaptable, responsive, dynamic and always learning.



## Volunteering at Likewise

We are always looking for people with a wide range of skills, interests and experiences who are enthusiastic about improving wellbeing and mental health within our community.

Depending on volunteer availability and interests, it may be possible to take on more than one of these roles:

- \* Community Programme Admin Support
- \* Community Navigator
- \* Community Connector
- \* Placement Programme Admin Support
- \* IT Support
- \* Comms & Marketing Support
- \* Community Activity Facilitator
- \* Community Gardener
- \* Queerspace/Transpace Activity Host
- \* Building Caretaker

The following pages contain full details for each of these roles.



# Community Programme Admin Support

## PURPOSE OF THE ROLE

To support the Community Programme Coordinator with the day-to-day coordination and smooth running of the community programme.

## COMMITMENT

- \* Minimum: half a day per week
- \* Minimum of 3 months (longer preferred to ensure continuity)
- \* Flexible days/times, to be agreed with the Community Programme Coordinator
- \* Hybrid (depending on organisational needs)

## RESPONSIBILITIES

This is a flexible role, and responsibilities may vary depending on current priorities, organisational and project needs. The areas listed below are indicative and outline some of the ways the volunteer may be involved.

- \* Working closely with the Likewise Navigators
- \* Monitoring the community programme inbox and forwarding correspondence onto relevant team members
- \* Managing and monitoring sign-ups and referrals into our activities
- \* Supporting to keep handover documents as well as informational and promotional materials up to date
- \* Assisting with project design
- \* Ordering kitchen staples such as takeaway containers etc
- \* Sharing events/workshops with our wider team to encourage community participation

- \* Updating Eventbrite listings and supporting promotional pushes, both in person and mailing list, or working closely with our comms & marketing support team
- \* Helping to organise meetings with potential external facilitators
- \* Supporting with ordering and recording expenses on session materials
- \* Assisting the Community Programme Coordinator with ad hoc administrative tasks

## SKILLS WANTED

### Essential

- \* Good organisational skills and attention to detail
- \* Confident written communication
- \* Comfortable using Microsoft Office tools, particularly Excel
- \* Ability to manage multiple tasks
- \* Confidence navigating MS365 and SharePoint

### Desirable (but not required)

- \* Experience in admin or programme coordination



The Community Programme Admin Support, Community Navigator, and Community Connector roles work closely together to support the coordination of our community programme and the welcoming journey into our community. **Depending on volunteer availability and organisational needs, volunteers may be asked to take on a combination of these roles.** This will always be discussed and agreed in advance, and appropriate support and guidance will be provided.

# Community Navigator

## PURPOSE OF THE ROLE

To support our community programme by way of contacting new members and providing insight into our community offers

## COMMITMENT

- \* Minimum: half day a week
- \* Minimum of 3 months (longer preferred to ensure continuity)
- \* Hybrid (depending on organisational needs)

## RESPONSIBILITIES

This is a flexible role, and responsibilities may vary depending on current priorities, organisational and project needs. The areas listed below are indicative and outline some of the ways the volunteer may be involved.

- \* Regularly checking and exporting sign-ups as they come onto our system
- \* Making first contact calls or emails to new members
- \* Scheduling first sessions for members to drop into
- \* Keeping up to date on upcoming events or changes to the timetable
- \* Asking questions to connect members with the activity best suited to their interests and needs

## SKILLS WANTED

### Essential

- \* Warm, friendly, and approachable
- \* Confidence in administrative work, making sure to input essential information into correct spreadsheets
- \* Able to make calls and write emails without supervision
- \* Comfortable using Microsoft Office tools, particularly Excel

### Desirable (but not required)

- \* Advanced understanding of MS365 and Power Automate



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**Depending on volunteer availability and organisational needs, volunteers may be asked to take on a combination of these roles.**

This will always be discussed and agreed in advance, and appropriate support and guidance will be provided.

# Community Connector

## PURPOSE OF THE ROLE

To support the welcoming journey of our new community members entering the space

## COMMITMENT

- \* Minimum: half a day per week
- \* Minimum of 3 months (longer preferred to ensure continuity)
- \* Flexible days/times, to be agreed on when finalising your agreement
- \* In person

## RESPONSIBILITIES

This is a flexible role, and responsibilities may vary depending on current priorities, organisational and project needs. The tasks listed below are indicative and outline some of the ways the volunteer may be involved.

- \* Meeting and welcoming new community members
- \* Offering tours of the space
- \* Running through the community agreements
- \* Holding introductions between existing community and staff
- \* Supporting to organise and hosting our welcome events for new community members (availability depending)

## SKILLS WANTED

### Essential

- \* People skills, comfortable speaking with new people and communicating information and ideas
- \* Time management skills, with the aim to hold 'first drop ins' during working days

### Desirable (but not required)

- \* Experience connecting people with community activities
- \* History of working in group spaces



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This will always be discussed and agreed in advance, and appropriate support and guidance will be provided.

# Placement Programme Admin Support

## PURPOSE OF THE ROLE

To support the Placement and Volunteer Coordinator with the day-to-day coordination and smooth running of the Placement Programme.

## COMMITMENT

- \* Minimum: half a day per week
- \* Minimum of 3 months (longer preferred to ensure continuity)
- \* Flexible days/times, to be agreed with the Placement and Volunteer Coordinator
- \* Hybrid (depending on organisational needs)

## RESPONSIBILITIES

This is a flexible role, and responsibilities may vary depending on programme needs, priorities and timelines and, where possible, will align with the volunteer's skills, interests and learning objectives. Responsibilities may include:

- \* Monitoring the Placement Programme inbox
- \* Maintaining accurate digital filing systems
- \* Keeping records, spreadsheets and trackers accurate and up to date
- \* Supporting the placement recruitment processes, including managing applications, booking interviews or informal chats, sending follow-up communications
- \* Assisting with onboarding processes

- \* Helping to keep recruitment, induction and training materials up to date and well-organised
- \* Communicating with past, current and prospective placement students as appropriate
- \* Supporting advertising placement opportunities to universities, partner organisations, and relevant platforms.
- \* Helping to organise workshops and training sessions
- \* Updating Eventbrite listings and internal calendars
- \* Supporting basic Power Automate workflows and process improvements
- \* Assisting the Placement and Volunteer Coordinator with ad hoc administrative tasks

## SKILLS WANTED

### Essential

- \* Good organisational skills and attention to detail
- \* Confident written communication
- \* Comfortable using Microsoft Office tools, particularly Excel
- \* Ability to manage multiple tasks
- \* Confidence navigating MS365 and SharePoint

### Desirable (but not required)

- \* Canva and Eventbrite knowledge
- \* Experience in admin or programme coordination

# IT Support

## PURPOSE OF THE ROLE

To provide practical IT, software and digital support to staff, placement students and volunteers.

## COMMITMENT

- \* Flexible, to be agreed
- \* Minimum of 3 months (longer preferred to ensure continuity)
- \* Remote or hybrid depending on tasks and organisational needs

## RESPONSIBILITIES

This is a flexible role, and the areas of responsibility may vary depending on current organisational needs. The tasks listed below are indicative and represent some of the ways the IT Support Volunteer may be involved. Responsibilities may include:

- \* Providing first-line IT support to staff, placement students and volunteers
- \* Troubleshooting common software, hardware and connectivity issues
- \* Supporting with printers, scanners and other office hardware
- \* Assisting with basic network and access issues
- \* Supporting users with Microsoft 365 tools (Outlook, Teams, SharePoint, OneDrive, Word, Excel)
- \* Assisting with Adobe tools and other commonly used software

- \* Delivering workshops or training sessions for staff members, placement students and volunteers as well as for the community
- \* Creating or updating simple “how-to” guides or FAQs for common issues
- \* Promoting good digital practices

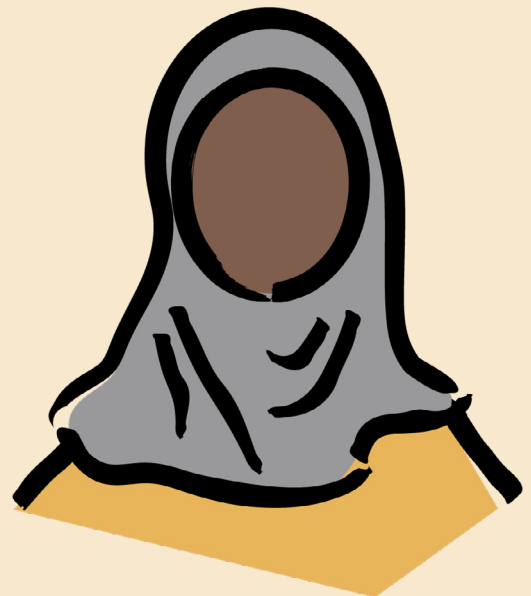
## SKILLS WANTED

### Essential

- \* Advanced IT knowledge
- \* Problem-solving skills
- \* Confidence supporting others with technology in a patient, clear way
- \* Familiarity with Windows and/or MacOS operating systems
- \* Confidence in MS365 and Adobe Tools

### Desirable (but not required)

- \* Experience or education in IT, Computer Science or a related field
- \* Knowledge of networking basics



# Comms & Marketing Support

## PURPOSE OF THE ROLE

To support the organisation's communications and marketing activity by promoting its services, projects, placement, volunteer and community programmes.

The role helps ensure clear, consistent and engaging messaging across different channels, supporting awareness, engagement and participation among target audiences.

## COMMITMENT

- \* Minimum: half a day per week
- \* Minimum of 3 months (longer preferred to ensure continuity)
- \* Remote or hybrid, depending on tasks and organisational needs

## RESPONSIBILITIES

This is a flexible role, and responsibilities may vary depending on current priorities, organisational and project needs. The areas listed below are indicative and outline some of the ways the volunteer may be involved. Responsibilities may include:

- \* Designing and updating marketing materials (digital and print)
- \* Creating posters, flyers, documents and visual assets
- \* Ensuring materials are consistent with branding and messaging
- \* Keeping organisational materials up to date

- \* Updating website content
- \* Supporting social media planning, scheduling and posting
- \* Assisting with email campaigns and mailing pushes
- \* Supporting development and distribution of newsletters
- \* Helping gathering content, updates and stories
- \* Supporting advertising and promotion of different services, projects and opportunities across relevant platforms, and distributing marketing materials to partner organisations and local networks
- \* Supporting monitoring of engagement
- \* Suggesting ideas for improving reach, clarity or engagement
- \* Supporting ad hoc communications needs across the team
- \* Volunteers might benefit from joining occasional planning meetings

## SKILLS WANTED

### Essential

- \* Good written communication skills
- \* Attention to detail and ability to follow brand guidelines
- \* Comfortable using digital tools and platforms
- \* Basic design skills (e.g. Canva, Adobe, similar tools)
- \* Confidence in using social media platforms

### Desirable (but not required)

- \* Experience with marketing, communications or social media
- \* Website content management experience

# Community Activity Facilitator

## PURPOSE OF THE ROLE

To support in delivering our community programme, with the option to facilitate specific existing activities or introduce something new.

## COMMITMENT

- \* Minimum: half a day per week
- \* Minimum of 3 months (longer preferred to ensure continuity)
- \* Flexible on days/timings, to be agreed on when finalising your agreement
- \* In person

## RESPONSIBILITIES

This is a flexible role, and responsibilities may vary depending on current priorities, organisational and group needs.

The areas listed below are indicative and outline some of the ways the volunteer may be involved.

### General

- \* Hosting/co-hosting our community activities, held at the hub
- \* Joining pre & post session meetings
- \* Logging sessions, attendances and completing post-session questionnaires
- \* Ensuring all matters are passed on to relevant people in the team

### People's Poetry

- \* Choosing poems to read and analyse with the group
- \* Collecting themes of poems from the group for the following week

### Walking Group

- \* Finding accessible locations/trips for attendees
- \* Organising or holding callouts to confirm attendance

### Culture Trips

- \* Choosing locations for the trips
- \* Coordinating with venues to arrange tickets/entry for attendees
- \* Organising or holding callouts to confirm attendance

### Community Café

- \* Sitting and chatting with our community
- \* Hosting the quiz, serving food (Wednesday)

### Admin Mornings

- \* Working alongside members to complete life admin, such as fill in paperwork, write emails/letters, call offices

### Davi's Creative Colouring

- \* Liaising with Davi to ensure supplies are kept stocked up
- \* Downloading and printing bespoke artwork for the group

## SKILLS WANTED

### Essential

- \* Comfortable working in a hosting team, fairly sharing the load
- \* Able to embody our value of 'working with, not for'
- \* Flexible to meet the needs of our community

### Desirable (but not required)

- \* Experience hosting group spaces
- \* Experience coordinating with multiple organisations

# Community Gardener

## PURPOSE OF THE ROLE

To support the garden coordinator, the larger projects of our garden and tend to our green spaces.

## COMMITMENT

- \* Minimum: Need to be partially available on Friday to have contact with our Garden Coordinator + one other half day
- \* Minimum of 3 months (longer preferred to ensure continuity)
- \* In person

## RESPONSIBILITIES

This is a flexible role, and responsibilities may vary depending on current priorities, organisational and project needs. The areas listed below are indicative and outline some of the ways the volunteer may be involved.

- \* Creating monthly plans to ensure progress of our larger garden project
- \* Communicating updates to our garden coordinator
- \* General upkeep and maintenance of our garden
- \* Tending to the general health and aesthetic of our green spaces
- \* Supporting our fundraiser by collecting photos throughout the year of the garden for potential bids

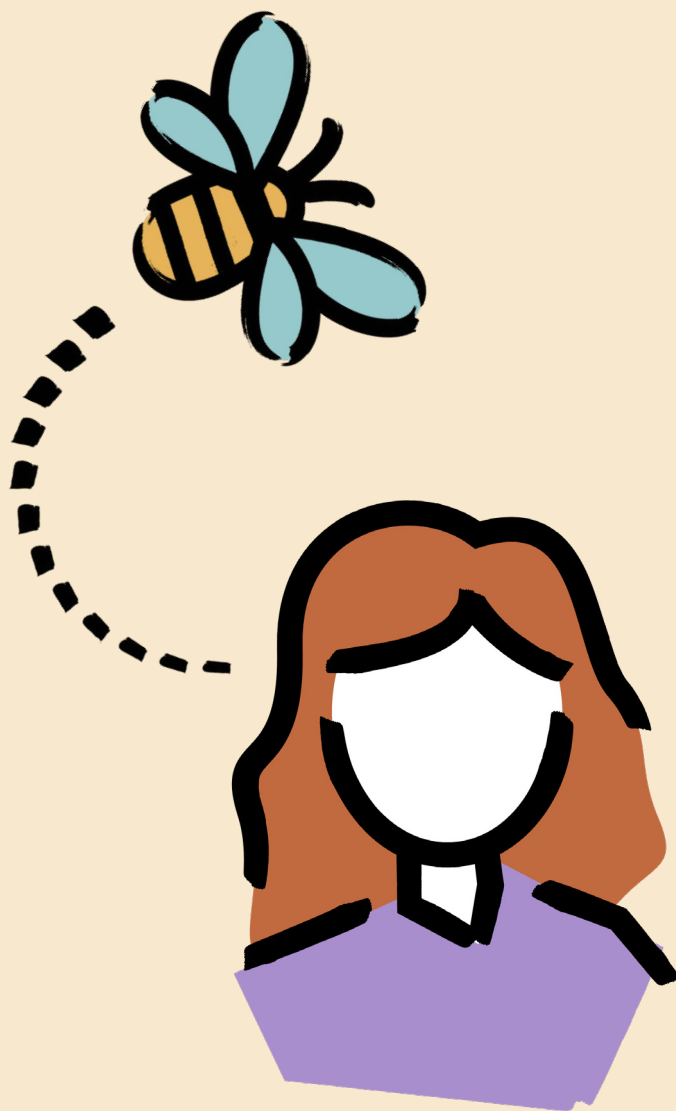
## SKILLS WANTED

### Essential

- \* Experience working/studying in horticulture
- \* Ability to work in the garden independently, with little/no supervision
- \* Creative thinking and able to contribute to our annual garden plan

### Desirable (but not required)

- \* Experience in managing green/growing spaces on your own
- \* Experience in long term project delivery



# Queerspace/ Transpace Activity Host

## PURPOSE OF THE ROLE

To join our existing Queerspace & Transpace facilitators and support in the admin, planning and delivery of our sessions.

## COMMITMENT

- \* Minimum: Monday evenings, from 4:45pm to 7:15pm
- \* Minimum of 3 months, with a preference for longer to allow time to build confidence and relationships with attendees
- \* In person

## RESPONSIBILITIES

This is a flexible role, and responsibilities may vary depending on current priorities organisational and project needs. The areas listed below are indicative and outline some of the ways the volunteer may be involved.

- \* Supporting the space, holding the group dynamic
- \* Logging attendance and completing session questionnaires on views
- \* Updating Eventbrite to reflect the session dates
- \* Posting 'save the date/session reminders' on our Instagram, as well as posts to grow interest in our offering
- \* Supporting with planning of session themes, activities, and talking points

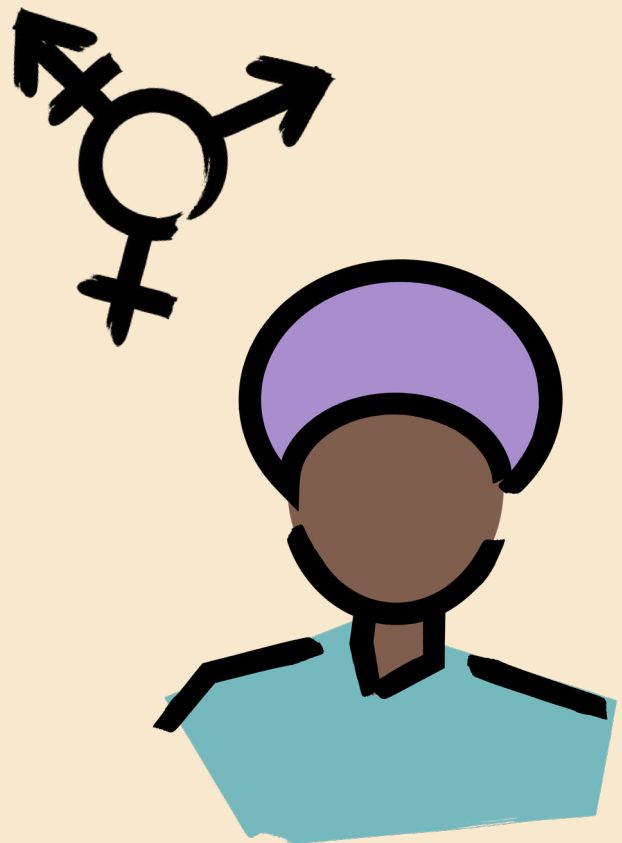
## SKILLS WANTED

### Essential

- \* Transpace facilitators must be Trans
- \* Display understanding and acceptance for all identities and stories in the space
- \* Feel comfortable to support folks having a difficult time engaging in the group space
- \* Holding an enhanced DBS check or willing to undergo one

### Desirable (but not required)

- \* Experience in hosting/facilitating group spaces, specifically groups designed for Queer and Trans people



# Building Caretaker

## PURPOSE OF THE ROLE

To support the Office Manager to maintain the aesthetic and functionality of the hub.

## COMMITMENT

- \* Minimum: 4 hours a week, spread out flexibly
- \* Minimum of 3 months (longer preferred to ensure continuity)
- \* In person

## RESPONSIBILITIES

This is a flexible role, and responsibilities may vary depending on current priorities, organisational and project needs. The areas listed below are indicative and outline some of the ways the volunteer may be involved.

- \* Resetting our community kitchens
- \* Regularly scanning rooms, including furniture, for repairs
- \* Taking feedback for potential repairs and improvements

- \* Carrying out small aesthetic repairs (skills allowing)
- \* Tidying our communal spaces
- \* Checking inventories for supplies and materials, informing or supporting our Office Manager to restock regularly

## SKILLS WANTED

### Essential

- \* Eye for detail and confidence working with minimal supervision

### Desirable (but not required)

- \* Experience taking care of office spaces and buildings
- \* Skills in carrying out small repairs



## Support & benefits

### THE LIKEWISE CULTURE

Our culture at Likewise is rooted in how we show up with one another. Here are the qualities and ways of being we practice together and encourage in one another:

#### **Honest**

It's important that we are straightforward and honest with each other, our clients and funders. We don't gossip, denigrate or exclude.

#### **Authentic**

We bring our humanity to work, we try to be open and truly see each other beyond our roles, professional identity or labels. We're inclusive, accepting of difference and do our best to listen with presence and communicate in straightforward ways.

#### **Optimistic**

We see opportunity in challenge, trust each other and know that we will learn from our mistakes.

#### **Supportive**

We recognise that we impact each other and seek to create an environment that energises. We're conscious that maintaining energy requires good self-care and regenerative practices as part of our culture.

#### **Playful**

We take our work seriously, but we don't take ourselves too seriously. Lightness, humour and humanity mean we enjoy our work and stay grounded.

#### **Open**

We don't bury thoughts and feelings about each other or our work. We seek to be non-judgemental and accepting of ourselves and each other, listening and responding in service of an open culture. We love supporting each other's enquiries, helping to dig deeper, see and understand more.



## PILLARS OF THE LIKEWISE APPROACH

To keep us grounded and oriented in the work we do, we keep coming back to the pillars of the Likewise approach:

### **Learning**

Learning summarises our entire approach to the work. We believe everyone - staff and clients alike – are engaged in a constant process of learning. The learning frame of mind is an open one – for staff, it means we are always open to our clients and community members rather than fitting them into our pre-conceived notions. It also means we can be open about mistakes – a learner is not tied to the expectation of expertise, and is more inclined to accept and build on their mistakes rather than hide or dismiss them.

Learn

Be  
Open

Do  
It

**Belonging**

At Likewise, we aim to create a real sense of belonging: people feeling genuinely valued as they are so that they can better and more sustainably engage with learning, discovery, and opportunity. We practice acceptance of ourselves and others, making space for difference, noticing when we are judging or excluding.

**Doing**

Doing refers to the active role our clients and community members play – not as passive recipients, but as doers themselves. We recognise our community and clients for what they can do rather than framing them by their problems. This doing is vital for change – we only learn and discover our capacity to feel and act differently through doing.

**INDUCTION**

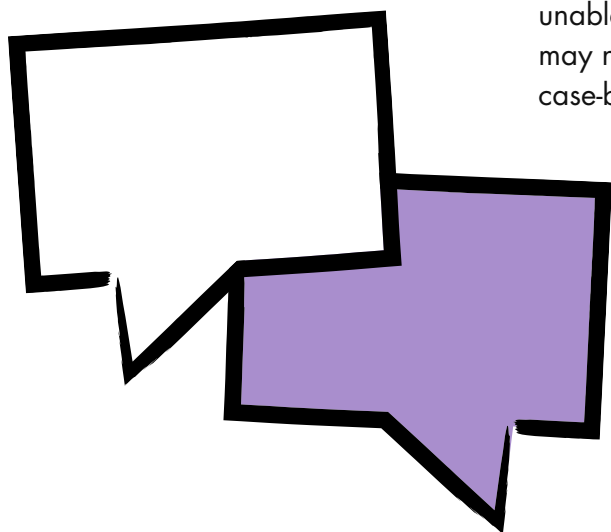
On your first day, you'll join an in-depth group induction covering everything you need to know about your role and working at Likewise.

**REGULAR CHECK-INS**

Every volunteer will have regular check-ins with their named contact person to support and guide you through your work and overall experience at Likewise.

**REFERENCES**

At the end of your experience with us, we'll be able to provide you with a personalised reference for future opportunities. If you're unable to complete your work with us as originally agreed, we may not be able to offer a reference; this will be considered on a case-by-case basis.



## Your application

### STEP 1: SIGN-UP FORM

The first stage involves submitting an application via our website. You'll be asked to answer a series of questions about yourself, your interests, availability, and any relevant experience. There will be an optional opportunity to share your CV with us - this is not required, and you are very welcome to apply without one.

Once we've received your application, we'll be in touch to let you know the outcome of this stage. If you're invited to progress to the next step, we'll email you directly to arrange a one-to-one interview with a member of our team.

### STEP 2: INFORMAL INTERVIEW

This is an opportunity to find out more about you, your values and motivations as well as your hopes, expectations and availability. This is also an opportunity for you to decide if Likewise is a good fit for you!

We look forward to seeing your application - good luck!





# Likewise

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