

## IT & Employment Workshop

Thank you for deciding to volunteer with us at Providence Row. You are helping to tackle the root causes of homelessness and help people in East London get off, and stay off, the streets.

**On the day:** You will provide people with 1:1 support using computers and the internet, particularly in finding and applying for jobs, work placements or voluntary opportunities and related exercises such as accessing and updating Universal Credit Journals.

You will support people to develop skills and understanding around looking for work and undertaking related tasks using computers. This session gives people access to one to one support while using computers to search for jobs, complete applications, respond to interview requests and record their job searches to secure access to government benefits in the meantime. This could involve you supporting someone with their computer skills, directing them to job search websites and showing how to focus searches - as well as providing encouragement.

Time	Activity	Staff lead
10.45am – 10.55am	Arrival & introduction	Olivia Galvin-Hughes
10.55am – 1.00pm	IT & Employment support session	Annette Whiffin or Asia Begum
1.00pm – 1.15pm	Feedback	Olivia Galvin-Hughes

No previous experience is necessary for this activity, just enthusiasm and a willingness to take part.

You will meet new people, and see what people are doing to turn their lives around. This is a great opportunity to put your skills and experience to use in a different environment!

### What you can expect:

- Clear instructions and information.
- Support and guidance from a member of staff throughout the day.
- A full Health & Safety briefing on arrival.
- An introduction to Providence Row.
- A secure place to store your belongings.
- The opportunity to make a real difference.

### Our expectations:

- Be reliable and arrive promptly at the time we ask. If you are unable to come in on the day, or running late please contact Olivia on 020 7422 6381. We do not have a large reception area, so please try not to arrive more than five minutes early. If you are late for the session you may not be able to join.
- If you know you are unable to attend the session, please give us 48 hours' notice or find a replacement.
- It is important that we know where our visitors are when they are first on site. Please ensure you remain in the reception area until you are collected by a member of Fundraising staff.
- Be mindful that we work with extremely vulnerable adults and to treat anything you hear as confidential; do tell a member of staff if you hear something that makes you uncomfortable or makes you think someone is at risk.
- Do not take photos whilst you are on our site. If you would like to have photos taken let us know in advance and we can organise it, or we can take a group photo at the end of the session.
- Wear comfortable clothing. If you have company volunteering T-shirts, please wear them.
- Have a good time, and please do mention us on Facebook and Twitter, and talk about your experience with friends, family and colleagues.

**Where:** Providence Row, The Dellow Centre, 82 Wentworth Street, E1 7SA

**How to find us:**

You can reach us by tube to Aldgate (Circle and Metropolitan lines) or Aldgate East (District and Hammersmith & City lines) or by bus to Aldgate Bus Station, Whitechapel High Street or Commercial Street.

When you arrive, please go to the gate to the left of the large metal gates. Please buzz through and cross the courtyard and enter our Welcome Area on the right, where the large curved window is.

**Contact info:**

Olivia Galvin-Hughes  
Fundraising & Corporate Volunteering Officer  
020 7422 6381  
[ogalvin-hughes@providencerow.org.uk](mailto:ogalvin-hughes@providencerow.org.uk)

Main switchboard number: 020 7375 0020

Your company will have made a donation for your team to take part in this session. These donations go towards the costs of organising and running the session, and allow us to continue to run and develop our vital services.

Thank you and we hope you have a good day!

