

Residential Volunteering Opportunities at Pembroke House

About Pembroke House

Pembroke House is a centre for social action and residential community in Walworth, south-east London. We work across our neighbourhood to unite partners like GPs, schools, charities and community groups in shared action, and to empower local people to make change in their lives and community.



Our work is built around four pillars:

1. Activities

We deliver and support 30 projects – from children’s dance classes to a weekly lunch club. These allow people to connect with each other and with local services; to grow and learn; to give back and contribute.

2. Residency

We hold true to our founders’ values: working alongside the community in Walworth as neighbours and residents. The residency, which sits adjacent to Pembroke House, is home to six of our team members.

3. Neighbourhood

In order to make a meaningful difference in Walworth, we need to work together. We work in partnership with residents, organisations and institutions – building knowledge and inspiring collective action.

4. Learning

At Pembroke House, we are all learners. We try things out and learn as we go, both collectively and as individuals. We reflect on what works, change what doesn't, and share our learning and insights widely.

Current Roles

Before lockdown we had 90 regular volunteers doing anything from helping us deliver activities for the local community, organising events or helping us in our office. Since lockdown we've welcomed another 400+ volunteers, either helping us to pack or deliver food via the Walworth Community Food Hub. We're now looking for new volunteers to work with us on building the Walworth Living Room, our new space for the community.

Walworth Living Room Host

Background

Our second community space, The Walworth Living Room (WLR), launched in the summer of 2019. Since then, it's been the setting for an ever-evolving schedule of vibrant social activities, and during the pandemic, an emergency food hub.



It will now act as a permanent base for our daily Community Cafe and Community Fridge, both of which are food projects that feature as part of our wider plans for a Walworth Neighbourhood Food Model.

The WLR functions differently to Pembroke House, in that we use social research and observation, data, and experiential methods of bringing the community together, to build a sense of agency, belonging and ownership.

The space operates on a test and learn model, where residents, volunteers and staff continually collaborate on new ways to provide an inclusive and diverse setting, start up new resident-led activities, and share skills and knowledge.

We, as a neighbourhood, build and shape the living room together. It's a unique setting that puts connection and relationship-building at the forefront of every activity, with the aim of ensuring that anyone who walks through the door, can think of this space as their home from home.

The Role

When people come through our doors, first impressions are important. We want it to be a place where people from all walks of life feel welcome. Your role will involve welcoming people by establishing yourself as a happy and helpful presence.

If done well, this role would strike a good balance between taking a step forward to engage people, and sensing when it's appropriate to take a step back, to encourage others to feel some ownership of the space.

Key Responsibilities:

1. Walworth Living Room

- Welcoming people who walk through the door, in a relaxed and conversational manner, giving them space to orientate themselves.
- Help to gently connect people with other visitors or activities offered in the space, while encouraging or leaving space for people to make their own connections.
- When appropriate, asking about why they've come along, showing them the cafe, the self-serve tea/coffee station and sofas, and explaining what is currently taking place in the building, and encouraging them to make themselves at home.
- We normally expect visitors to serve themselves, however, those with poor mobility or social anxiety would appreciate a helping hand - so when appropriate, assist vulnerable members of the community to access and weigh items from the fridge and get a cup of tea. (Offering a cup of tea has always been a foolproof way of entering into a conversation!)
- Assisting with setting up the space, and clearing away at the end of the day.

- Overseeing volunteers in the space

2. Engagement

- Engagement tasks outside the Walworth Living Room, for example being on the street and welcoming people in, handing out fliers to the school across the rd, etc.
- Occasionally attend other community events to support WLR outreach and/or other neighbourhood projects.

Other information

- Volunteers should abide by organisational policies including Pembroke House's Equal opportunities and Health and Safety policies. This includes undergoing a DBS check as part of the recruitment process.

Qualities Needed

- A warm, kind and open demeanour
- A non judgemental, inclusive approach
- An inquisitive nature with a natural affinity for finding out what makes people tick
- A sociable person with a love of interacting with new people

Key skills/knowledge

- Perceptive of group dynamics, noticing what helps and what doesn't
- Able to multitask by engaging with different activities and people
- Able to demonstrate active listening and patience
- Able to remain positive and proactive in challenging situations

What would you gain?

The Walworth Living Room is an exciting opportunity to build relationships with a wonderful group of local people, and learn new insights, skills and knowledge from the community. You'd gain hands-on experience in conversing with different age ranges, backgrounds and cultures, by bringing people together in a dynamic space that offers variety, diversity and, most importantly, fun!

We accommodate all members of the community, which will also include vulnerable adults and children, so you will be able to attend Safeguarding Training to equip you with more knowledge and tools for these interactions.

If you take up the residential option, you will also be given a unique window into Pembroke House's wider work and be immersed in the local community in Walworth as a local resident and neighbour.

Visit our website for more information <http://pembrokehouse.org.uk>

Weekly Time Breakdown

- Pembroke House residents generally volunteer 5 hours a week.
- This role requires you to be in the Walworth Living Room from 10am - 3pm on Thursdays or Fridays

Optional meetings

- The Pembroke House team meets briefly each Tuesday morning at 11am for a weekly update. Attending this meeting is the best way to stay up to date with what is happening in the organisation.

Additional Responsibilities

As a resident at Pembroke House you will be required to assist with a few buildings related roles:

- Attending to the burglar alarm at PH if it sounds during the night
- Providing access to PH hall hirers outside of normal office hours, including the weekend
- Ensuring the PH building is securely locked up each evening.

Essential Training

- All residents are required to take part in the Pembroke House safeguarding training, which is held regularly throughout the year.
- All residents are required to complete the online Health and Safety training in their own time within the first month of taking up a role.

The Residency

We were founded in 1885 by students from Pembroke College, Cambridge. They built the Residency so that they could be part of the community they wanted to serve.

Today the Residency offers student-style accommodation adjacent to Pembroke House for six people who are interested in neighbourhood-based working. It is no longer a requirement for Residents to have connections with Pembroke College or any university. We particularly welcome residents from Walworth's many and diverse communities, who may already live in the area, and can be of any age over 21. What is most important is that Residents are good communicators and have:

- a curiosity about what Pembroke House is and how they can be part of it;
- a desire to become an active member of the local community; and,
- a willingness to learn and re-evaluate pre-conceived ideas / approach

Current Residents are:

Emily - our Pembroke Academy of Music Assistant

Claire - our Buildings Assistant

Mattias - working on his PHD on Settlements and supporting the food hub

As well as volunteering with a particular project – in this case, the Pembroke Academy of Music – residents are included as a full part of the team and invited to regular team meetings and team dinners. This is a unique opportunity to live and volunteer at the heart of a thriving local community organisation.

The Residency is a large house and each of the six Residents has their own room, furnished to a basic standard. They share two bathrooms, toilets, living room and kitchen. The Pembroke House garden, located immediately outside of the kitchen, is available to use too.

Rent is £105 per week (including Council Tax) and utilities (gas, electricity, water, broadband) £55 per calendar month. Both of these charges remain the same even if less than six people are resident. We offer individual short hold tenancy agreements for one year, with the possibility of extension for a further year.

Further information on the role is below.

If you have any questions, please get in touch with Nina Feldman, Chief of Staff on nina.feldman@pembrokehouse.org.uk

Interested?

We expect this role to be popular so we're going to follow the process below.

16/06 12-13:30	OpenHouse Please fill in this form: https://forms.gle/6zskXv8vfSn8Rkn47 by 1pm on Wednesday 15th June to book your place.
20/06 09:00	Please use this form: https://airtable.com/shr6QJTPvOezYhD8V to submit a CV and cover letter or video telling us about what you're hoping to learn and experience through your time at Pembroke House, and what you will have to offer the role. Please also indicate whether you would be interested in a room in residency.
Week of 27/06	Interview with the Pembroke House Team At this stage we will be considering: <ul style="list-style-type: none">• What you want to learn from your time at Pembroke House.• How we think you will fit with the organisation.• How your experience aligns with the specifics of the role.• Availability and timing. It will also be an opportunity for you to ask us any questions you may have.
Week of 04/07	If you are interested in a room in the Residency, meet the residents. This meeting will be for you and the residents to discuss if you are a good fit for the house and whether you could live together. It will also be made clear which exact rooms are available and what the expectations regarding covid regulations are.

**Week of
11/07**

Offered volunteering role and room in the residency (if desired) by
Pembroke House. Room available as soon as contracts signed!

Immediate occupancy preferred, but for those with notice periods to
serve - room occupancy expected no later than September 1st.