



Helping Hand Volunteer

Location: Stoke-on-Trent - in the community

Supported by: Volunteer Officer

Time commitment: Flexible schedule

About Us

The Honeycomb Group is a team of socially minded brands championing happy homes in our region by providing services and support that help people across Staffordshire feel secure, connected, and confident.

Some of our Revival customers are vulnerable individuals, particularly older adults and those with mobility issues or disabilities, who struggle with minor home maintenance tasks that can impact their safety, independence, and well-being. By leveraging volunteers with practical skills, we can offer a cost-effective, community-driven solution that prevents small issues from becoming larger problems and ensures people feel safe, supported, and happy in their homes.

About Helping Hand Service (HHS)

HHS is Revival's community-led initiative offering practical support to vulnerable individuals who may struggle with everyday tasks. From light home maintenance to shopping and IT support, our volunteers help improve safety, comfort, and independence.

You don't have to do it all!

As a **Helping Hand Volunteer**, you can choose to support just one area or several—whatever suits your skills, interests, and availability. Every helping hand counts.

Ways you can help	
Garden tidy ups	<ul style="list-style-type: none">• Weeding• Planting/gardening• Leaf brushing
Electrical tasks	<ul style="list-style-type: none">• Changing light bulbs at head height• Signposting customers to support with smoke alarms
Plumbing tasks	<ul style="list-style-type: none">• Unclogging sinks
Basic Tech Help	<ul style="list-style-type: none">• Setting up Wi-Fi• Connecting smart devices• Basic computer support
Shopping Assistance	<ul style="list-style-type: none">• Support with food and non-food shopping

What We're Looking For

- Friendly, respectful, and patient individuals
- Basic DIY or practical skills
- Good communication
- A desire to make a positive impact

Requirements

- Reference checks
- DBS check
- Ability to perform light physical tasks safely

What You'll Gain

- The joy of helping others and making a real difference
- New skills and meaningful connections
- Ongoing support and training from the HHS team

We ask that you are:

- Friendly, empathetic, and patient.
- A good communicator, using active listening skills.
- Non-judgmental and respectful of diverse backgrounds and experiences.
- Reliable, consistent, and able to commit to regular visits.
- Understanding of challenges faced by isolated or vulnerable individuals.
- Minimum age to volunteer is 18.

Training and support provided.

- Induction and role-specific training (e.g. safeguarding, confidentiality, guidance, and boundaries for the befriending relationship).
- Ongoing support and supervision from the Volunteer Officer
- Access to resources and development opportunities to enhance skills.

Benefits of volunteering in the HHS

- Be part of a supportive and friendly organisation and team whose mission is to create happy homes and ensure everyone has access to one.
- Meet new people, make new friends, and gain new perspectives.
- Gain valuable volunteering experience for personal or professional development.
- Access to ongoing training and development opportunities.
- Payment of travel expenses.

Feel inspired?

If you are interested in this role, please complete the HHS enquiry form via our website or contact our Volunteer Officer, Claire Roberts at claire.roberts@honeycombgroup.org.uk or on 07717 658867

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