

ADAPT Community Hub Support Worker

Volunteer Role Description

Role Overview:

As a Community Hub Support Worker you will support the Hub Hosts to ensure smooth running of the hub, creation of a welcoming and inclusive space and supporting with the day-to-day needs of the Hub.

The Adapt Community Hub is designed to be a community space occupied and led by our local community. You will play an important role in enabling us to fulfil this mission, through welcoming and spending time with people who come into the hub, supporting the running of the space and bringing your own ideas and creativity to what we do.

About Adapt (North East)

Adapt (North East) is a long-established charity working across Northumberland and the wider North East to improve the lives of disabled people or those who face disadvantage for a variety of reasons.

We work to reduce inequality, relieve hardship and distress, and enable people, particularly those affected by poverty, disability, ill health, rural isolation or social exclusion, to live independently and well within their communities.

Each year, we support several thousand people directly through social prescribing, mental health support, advocacy, community transport, Northumberland Healthwatch and other services.

Our community space is now the Adapt Community Hub, offering warmth, wellbeing activities, advice, social prescribing and support for people facing loneliness, disability, poor mental health and financial hardship.

About the Adapt Community Hub

Previously an accessible community café, the space has been relaunched as a Community Hub with support from Northumberland County Council.

The Hub provides:

- A warm, inclusive and welcoming space for people to rest, find friendship, chat or seek advice and support
- Free/donation-based soup and hot drinks
- Structured wellbeing activities
- Signposting and access to services
- Connection for older people, disabled people, those experiencing bereavement, poor mental health, isolation or financial crisis

Role Overview

As a Community Hub Support Worker, you will help ensure the Hub runs smoothly each day. You will support Hub Hosts to create a welcoming, inclusive, organised environment for all

visitors. This is a people-focused role ideal for someone friendly, adaptable and community-minded.

Key Responsibilities

- Welcome visitors warmly
- Provide directions and help people navigate the building
- Support practical tasks such as tidying, preparing rooms and managing busy periods
- Inform visitors about activities and encourage participation
- Assist partner organisations using the hub
- Maintain a positive, friendly environment

Skills and Qualities Required:

- Friendly and approachable
- Good communication skills
- Organisational ability
- Team player
- Adaptability
- Positive attitude
- Calm under pressure and able to ask for support when needed

As part of our onboarding, each volunteer will need a DBS check and to provide 2 references. For our QEHS sixth form volunteers we request 2 references, one of which can be the school. We also ask for written parent consent to you volunteering in this capacity.

Training and Support

All volunteers will receive a volunteer induction and will be enrolled on 3 courses via the Northumberland County Council learning platform. This includes:

- Safeguarding adults and children
- Health & safety including food safety

Each volunteer will have a named lead contact who will provide ongoing support.

Time Commitment:

The time commitment for this role will vary depending on your availability, the specific needs of the community and opportunities to provide support. Our community drop in sessions currently operate Tues-Thurs between 10-2 but there are other activities outside of this time period.

Benefits:

This offers an opportunity to make a meaningful difference in the lives of community through supporting the work of the hub and building friendships and spending time with your neighbours. We welcome your thoughts and creativity on shaping and influencing the future of the hub through listening to people and encouraging sharing of ideas.