

The Hope Hub



We are excited to be able to respond to a recognised need and know that we will be working in partnership with Surrey Heath Borough Council but we need your help and to show love and acceptance to those on the fringes of society.

Motivated to support us – please contact:

Karen Kendall : Chair of Trustees : karen.pdo.ctc@gmail.com

Mags Mercer : Currently Consulting :

07783 430092

magsmercer.consult@gmail.com

Trustees:

Rev'd Bruce Nicole : St Michael's Church

Andrew Booth : Beacon Church

David Reed : St Mary's Church

Rev'd Glyn Thomas : Frimley Baptist Church

The Hope Hub



Responding to a need by providing a pathway of services leading to empowerment and renewed hope.

Services Pathway

Crisis Support

- Hot nutritious meal
- Laundry Service
- Shower & emergency items
- Clothing
- Healthcare access
- Recreational Activities
- Emergency Food Support access

Empowerment Services

- Case Worker with 1:1 support
- Assistance with/retention of accommodation
- Benefit Support & Advocacy
- Mental Health Worker with 1:1 Support
- Direct Access and referral to specialist services
- Money management, Job Club, Debt Advice/
- Management, Addiction(s) Support, Health Workshops, CTC service network, Faith Matters
- Volunteering Support/Training & Preparation for Employment (other employment & S.E. services to be developed)

The Hope Hub



Organisation

- **CEO** (25 hrs/wk) : Reporting to Chair of Trustees, day to day management delegated to the CEO who will:
 - Lead on set up, strategy & development, performance & measurement, HR, Budgeting & Financial management, Fundraising (trust/grant), Partnerships, Statutory, Health & safety, policies/procedures, staffing & supervision. PR & Media. Main link to Chair & Trustees.
 - **Manage Volunteers – back office & admin**

Staff Team comprising:

- **Operations & Case Work Leader** (30 hrs/wk) Manages client facing staff and volunteers. Oversees kitchen and client services and CRM (with CEO support). Carries out 1:1 supervision.
 - **Mental Health Worker** (15 hrs/wk)
 - **Case Worker** (20 hrs/wk)
 - **Oversee & train 'day service' Volunteers** including kitchen/food supply etc (circa 5-10 regulars ideally)
- **Bookkeeper** (4 hrs/wk) – (link to Treasurer)
- **Community Fundraiser** (7 hrs/wk) : Likely to also oversee volunteers

Job Descriptions & Person Specifications for the above to be written in Jan 2018

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Can you help with?

Set up April 2018 onwards:

- ***Premises – circa 3K sq ft***
- ***Furniture – sourced***
- ***Re-fit of: kitchen / Toilets / Shower / Laundry***
- ***Business Area to host Training/Workshops, 1:1 Room(s), Offices, IT Area and scope to develop***

Operationally:

- ***Community Fundraising, Events,***
- ***Trust / Grant writing***
- ***Social Media / website development / hosting***
- ***Volunteer in The Hope Hub : Reception, Kitchen, Admin Support, Marketing, IT***
- ***Other?***

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Thank you