

Organisation: Home Group – Wellbeing & Recovery Service, HAP (Home Achievement Programme)

Location: Community (County Durham)

Time Commitment: Flexible

Role Type: Learning Support, Community

About the Role

The Home Achievement Programme (HAP) is Home Group's unique, specialist training and support programme. It offers customers access to a Level 1 qualification, accredited by One Awards — fully funded and tailored to individual needs.

We encourage customers to take part in HAP while accessing our services, as it helps build confidence, skills and independence. As a volunteer, you will play a key role in supporting customers through their learning journey.

What You'll Be Doing

As a HAP Volunteer, you may support with:

- Enrolling customers onto the Home Achievement Programme
- Supporting the facilitation and completion of HAP workbooks
- Offering encouragement and guidance as customers work through their modules
- Helping customers choose appropriate modules that best suit their goals
- Providing reassurance and a friendly presence during workbook sessions
- Marking HAP books upon completion (full training provided)
- Supporting customers at their own pace in a relaxed, non-judgemental environment
- Contributing to a positive, empowering learning experience

No teaching or assessment experience is required — full support and training will be given.

About the Home Achievement Programme

HAP offers:

- A fully funded Level 1 accredited qualification
- A wide range of module categories to suit each customer's interests
- Flexible learning styles tailored to individual needs

- A confidence-building pathway that supports independence, wellbeing and recovery
- A supportive environment where everyone is encouraged to succeed

What We're Looking For

This role is ideal for volunteers who are:

- Supportive, patient and encouraging
- Comfortable supporting adults with mental health needs
- Confident with basic reading and writing
- Happy to guide customers through simple workbook tasks
- Reliable and eager to contribute to a meaningful learning experience

What You'll Gain

- Experience in learning support, facilitation and assessment
- Knowledge of accredited modules and adult learning
- Confidence and transferable skills
- A chance to make a meaningful impact on someone's personal development
- Being part of a friendly and supportive volunteer team

Please note, this role will be subject to a DBS check.

How to Apply

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