

Warm Hub Volunteer Role Description



Idea Store Warm Hubs help to support local communities in Tower Hamlets during the cold winter months. Warm Hubs were introduced in 2022 as a result of the cost-of-living crisis. Many residents may feel isolated, lonely or worried about the costs of heating at this time of year.

Warm Hubs provide dedicated spaces where residents can go to stay warm, have a chat and a cup of tea and access council services or support, if needed.

Warm Hubs are available every winter at Idea Stores and libraries in Tower Hamlets. Volunteers help deliver the daily sessions and activities.

Main duties

- Assisting staff to run the Warm Hub sessions
- Making users feel welcome and involved
- Engaging with residents (chatting, playing games, sharing stories, etc.)
- Serving refreshments (tea, coffee, biscuits, soup, etc.)
- Helping with activities like bingo, arts & crafts or board games (ideas welcome!)
- Promoting the hub and collecting user feedback
- Helping set up the Warm Hub area/keeping it clean and tidy

Key requirements:

- 16+
- Friendly and approachable
- Good communication skills
- Understanding of individual needs
- Live, work or study in Tower Hamlets
- Regular attendance (morning or afternoon)
- Willingness to undertake relevant training, if required

Minimum commitment: 1-2 hrs per week for at least 6 – 8 weeks

Warm Hubs run daily from November to March at the following times:

Monday to Friday

*10am – 12pm: morning sessions

4pm – 5pm: afternoon sessions

Saturdays

*10am – 12pm: morning sessions only

Volunteers will be expected to arrive at least 15mins early

**Bethnal Green Library morning sessions start at 10.30am*