



## Volunteer Role Description

**Role Title:** Kitchen Support Worker

**Main Purpose:** To support the kitchen manager during open access sessions in the centre.

Questions / Issues	Notes
<p><b>1. What will my role involve?</b> List all tasks in order of priority, identifying any client/user group the volunteer will be asked to work with. What might be difficult or unpleasant?</p>	<p>You will be in contact clients who are street homeless (rough sleeping) and those in temporary accommodation. Our clients are among the most vulnerable people in society; they can often present with multiple problems such as drug and alcohol addictions and/or mental health issues. If an incident were to occur, our staff are experienced to deal with it; you will be expected to withdraw yourself from the situation.</p> <p>Your tasks will be to serve teas and coffees, operate the till and collect small amounts of money from clients, prepare and serve meals, collect and wash up dishes, and help clean the kitchen area. You may also help to receive and sort donations from members of the public, as well as completing any other tasks asked of you by the kitchen manager / volunteer co-ordinator.</p>
<p><b>2. When will I volunteer?</b> Set times or flexible? Hours per week? Short or long term involvement?</p>	<p>We ask you to commit to a minimum of one session per week, which will usually be worked during one of our weekday morning open access sessions. We ask for a six month commitment; however, this time span and the day of the week is negotiable.</p>
<p><b>3. Where will I volunteer?</b></p>	<p>You will be based in the centre of the kitchen, although may occasionally be asked to collect dishes from the main centre area.</p>
<p><b>4. With whom will I volunteer?</b></p>	<p>You will be asked to work alongside volunteers of all ages and interact with paid members of staff, particularly the kitchen manager / volunteer co-ordinator and members of the centre project team.</p>
<p><b>5. What support, supervision and training will I receive?</b> Who will support / supervise the volunteer? What training, support and supervision will be needed?</p>	<p>The kitchen manager / volunteer co-ordinator will supervise your safety during open access sessions. A project worker or the kitchen manager / volunteer co-ordinator will provide a debriefing at the end of the session.</p> <p>You will be expected to familiarise yourself with the policies and procedures provided in the Volunteer Handbook. Over the course of your first few sessions, you will be taken through an induction process and asked to attend a mandatory boundaries training courses. Further training is offered in appropriate areas when available, such as dealing with challenging behaviour, drug, alcohol and mental health awareness.</p> <p>Supervision with the kitchen manager / volunteer co-ordinator happens bi-monthly, at which volunteers have the opportunity to raise issues of concern and comment on the work of the organisation. You will also be given a more in-depth 'volunteer health check' on an annual basis.</p>
<p><b>6. Will I paid expenses etc.?</b> What expenses do you offer and what do they cover?</p>	<p>Travel expenses will be paid and two meals will be provided during open-access sessions. Breaks can be taken as and when they are needed, provided they are approved by the kitchen manager / volunteer co-ordinator.</p>
<p><b>7. What does the role offer volunteers?</b></p>	<p>This role offers friendship and improvement in communication skills. It can be a challenging role, but will also offer a greater understanding of the issues surrounding and dangers of homelessness. You will be a valuable asset to the kitchen manager / volunteer co-ordinator and considered part of our team.</p>



## Volunteer Specification

**Role Title:** Kitchen Support Worker

Questions / Issues	Notes
<p><b>1. What?</b>            What skills, experience, attitudes etc. are needed?            What is needed to work with clients? Physical requirements? Qualities to cope with difficult aspects?</p>	<p>Be aware of issues around homelessness and the vulnerability of the client group, and risks involved in working within the centre.            To offer a positive attitude and willingness to complete a variety of roles.            To have good listening skills, not to be judgmental and respect clients' confidentiality outside the project.            To work well within a team as well as on own initiative.</p>
<p><b>2. When?</b>            Minimum / maximum time commitment?</p>	<p>A minimum of two hours per week, which will usually be worked during one of our weekday morning open access sessions, for a minimum period of six months. Days and time length are open for negotiation.            Important to be reliable and flexible.</p>
<p><b>3. Where?</b>            Access requirements?</p>	<p>Placement is at St Petrock's centre in Cathedral Yard.            A willingness to use own transport or public transport is appreciated.            No car parking is available.</p>
<p><b>4. With whom?</b>            What special requirements arise from working alone or in a team?</p>	<p>Willingness to work on own initiative and carry out tasks alone after briefing from the kitchen manager / volunteer co-ordinator.            Also requires good team skills to work alongside other volunteers in what can be a stressful and demanding environment.</p>
<p><b>5. Support, Supervision, Training?</b>            What is expected in terms of willingness to ask for support or attendance at supervision or training?</p>	<p>Support is always available from the kitchen manager / volunteer co-ordinator and project workers. Supervision will be provided bi-monthly and you will be asked to attend a full 'volunteer health check' on an annual basis. If additional support is required, volunteers are encouraged to ask for it, so it can be tailored to their needs.            You will be expected to familiarise yourself with the policies and procedures provided in the Volunteer Handbook.            You will be expected to attend a mandatory boundaries training course.</p>
<p><b>6. Expenses etc.</b>            What procedures must be followed in claiming expenses?</p>	<p>Travel expenses will be reimbursed in cash on a session-by-session basis.            Volunteers need to complete and sign a claim form for each payment.</p>



## Volunteer Role Description

**Role Title:** Link Worker

**Main Purpose:** To support the project workers during open-access sessions in the centre.

Questions / Issues	Notes
<p><b>1. What will my role involve?</b> List all tasks in order of priority, identifying any client/user group the volunteer will be asked to work with. What might be difficult or unpleasant?</p>	<p>You will be in contact clients who are street homeless (rough sleeping) and those in temporary accommodation. Our clients are among the most vulnerable people in society; they can often present with multiple problems such as drug and alcohol addictions and/or mental health issues. If an incident were to occur, our staff are experienced to deal with it; you will be expected to withdraw yourself from the situation.</p> <p>Your tasks will be to distribute clothing to clients, operate the shower system, sort laundry, receive and sort donations from members of the public, interact with clients in the centre, purchase relocation travel tickets for clients and accompany them to the station as required.</p>
<p><b>2. When will I volunteer?</b> Set times or flexible? Hours per week? Short or long term involvement?</p>	<p>We ask you to commit to a minimum of one session per week, which will usually be worked during one of our weekday morning open access sessions. We ask for a six month commitment due to the amount of training provided. The day of your session is negotiable and interchangeable.</p>
<p><b>3. Where will I volunteer?</b></p>	<p>You will mainly be based in the centre, although may occasionally be asked to purchase train/bus tickets for clients who are relocating. You may also be asked to accompany clients to appointments (e.g. – at the Clocktower surgery).</p>
<p><b>4. With whom will I volunteer?</b></p>	<p>You will lone work with a client but in the surroundings of the centre where staff members are always on hand. A risk assessment of the client will have been carried out. A CRB check will be required for lone working.</p> <p>You will also be asked to work alongside volunteers of all ages and interact with paid members of staff, particularly the kitchen manager / volunteer co-ordinator and members of the centre project team.</p> <p>Our working off-site policy requires you to carry a works' mobile phone with you.</p>
<p><b>5. What support, supervision and training will I receive?</b> Who will support / supervise the volunteer? What training, support and supervision will be needed?</p>	<p>Project workers will supervise your safety during open access sessions. A project worker or the kitchen manager / volunteer co-ordinator will provide a debriefing at the end of the session.</p> <p>You will be expected to familiarise yourself with the policies and procedures provided in the Volunteer Handbook. Over the course of your first few sessions, you will be taken through an induction process and asked to attend a mandatory boundaries training courses. Further training is offered in appropriate areas when available, such as dealing with challenging behaviour, drug, alcohol and mental health awareness. Additional training is subject to role development and at the project manager's discretion.</p> <p>Supervision with the kitchen manager / volunteer co-ordinator happens bi-monthly, at which volunteers have the opportunity to raise issues of concern and comment on the work of the organisation.</p>
<p><b>6. Will I paid expenses etc.?</b></p>	<p>Travel expenses will be paid and two meals will be provided during open-access sessions.</p>

**7. What does the role offer volunteers?**

This role offers friendship and improvement in communication skills. It can be a challenging role, but will also offer a greater understanding of the issues surrounding and dangers of homelessness. You will play a valuable and worthwhile role in supporting, helping and encouraging people in need from a vulnerable sector of the community. You will be a valuable asset to the kitchen manager / volunteer co-ordinator and considered part of our team.



## Volunteer Specification

**Role Title:** Link Worker

Questions / Issues	Notes
<p><b>1. What?</b>            What skills, experience, attitudes etc. are needed?            What is needed to work with clients? Physical requirements? Qualities to cope with difficult aspects?</p>	<p>Be aware of issues around homelessness and the vulnerability of the client group, and risks involved in working within the centre.            To offer a positive attitude and willingness to complete a variety of roles.            To have good listening skills, not to be judgmental and respect clients' confidentiality outside the project.            To work well within a team as well as on own initiative.</p>
<p><b>2. When?</b>            Minimum / maximum time commitment?</p>	<p>A minimum of two hours per week, which will usually be worked during one of our weekday morning open access sessions, for a minimum period of six months. Days and time length are open for negotiation.            Important to be reliable and flexible.</p>
<p><b>3. Where?</b>            Access requirements?</p>	<p>Placement is at St Petrock's centre in Cathedral Yard.            A willingness to use own transport or public transport is appreciated.            No car parking is available.</p>
<p><b>4. With whom?</b>            What special requirements arise from working alone or in a team?</p>	<p>Willingness to work on own initiative and carry out tasks alone after briefing from the project team.            Also requires good team and communication skills to provide feedback to project workers.</p>
<p><b>5. Support, Supervision, Training?</b>            What is expected in terms of willingness to ask for support or attendance at supervision or training?</p>	<p>Support is always available from the project workers and team leaders. Supervision will be provided bi-monthly. If additional support is required, volunteers are encouraged to ask for it from the volunteer co-ordinator, so it can be tailored to their needs.            You will be expected to familiarise yourself with the policies and procedures provided in the Volunteer Handbook.            You will be expected to attend a mandatory boundaries training course.</p>
<p><b>6. Expenses etc.</b>            What procedures must be followed in claiming expenses?</p>	<p>Travel expenses will be reimbursed in cash on a session-by-session basis.            Volunteers need to complete and sign a claim form for each payment.</p>