



Volunteer Role Description

ROLE TITLE	Guest Welfare Volunteer
DEPARTMENT	Winter Assessment Centre, Aldgate
RESPONSIBLE TO	Shift Leader
DAYS AND HOURS OF WORK	18.30pm – 23.00pm Weekdays and Weekends
ROLE PURPOSE	
<p>The role is to welcome, bring warmth, companionship and vital services to people who are currently without accommodation. We help people take the first steps out of homelessness.</p>	
Main areas of responsibility	
<p>Post-holders will be required to demonstrate strengths in all the areas set out below:</p> <ol style="list-style-type: none"> 1. To Welcome and greet all guests with the offer of a hot drink and a sandwich 2. Sit and talk with guests to ensure that they are aware of and accessing appropriate external services (e.g. dentistry, podiatry, advice) 3. Assist the Shift leader in keeping records for guests and contributing to handovers. 4. Support and assist shift leaders to identify and support the vulnerable guests 5. Work with the Shift leader to identify goals and objectives and to help them work towards these. 6. Provide support, guidance and encouragement. 	



7. Promote the concepts of empowerment, client participation, independence and self-fulfilment. Also promote responsibility for self and positive risk taking.
8. To promote social inclusion and recovery.
9. To act as a role model to peers to inspire hope, share life experiences and lessons learned.
10. Attend regular group supervision meetings as required.

General	
	<ol style="list-style-type: none"> 1. Maintain the highest standards of personal and professional integrity in line with PRHA's code of conduct. 2. To practically implement Equal Opportunities in your daily work, ensuring that services users' diversity and cultural needs are respected, and discrimination or harassment is challenged. 3. To report any concerns or risks to the shift leader. 4. To follow all Providence Row Housing Associations policies and procedures in relation to volunteers outlined in the volunteer handbook. 5. Carry out other duties as may be reasonably required from time to time.

KNOWLEDGE/SKILLS/EXPERIENCE/ COMPETENCIES	
Experience	1. Ideally you will have some experience of working or volunteering within the homelessness sector, have good interpersonal skills and the ability to interact with vulnerable adults. You should also have experience or transferable skills of dealing with difficult situations and managing guests' (clients') expectations.
Skills and Abilities:	<ol style="list-style-type: none"> 2. Good communication skills with a range of people 3. Ability to relate to the client group and be empathetic. 4. Good listening skills, non-judgemental approach and ability to relate sensitively to people in distress. 5. Ability to enthuse and motivate people. 6. Ability to form effective relationships with the client group, agencies and other professionals. 7. Able to share experiences



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| | <ol style="list-style-type: none">8. Commitment to personal development.9. Good timekeeping and reliable10. Be able to work within personal and professional boundaries and have a good awareness of power imbalances that exist when working with vulnerable people.11. Be able to adhere to all policies in place especially confidentiality and health & safety and boundaries.12. Basic administration skills.13. Positive outlook, enthusiasm, patience, flexibility and a willingness to learn. |
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During Christmas week, we ask you to commit to a minimum of two shifts, to ensure consistency in supporting our guests. We also offer training relevant to this role so that you can be properly prepared for Christmas.