

HELPING HOMELESS AND VULNERABLE PEOPLE SINCE 1860

Role Description: Welcome Area Volunteer

This role needs a balance of excellent interpersonal skills and computer skills. We are looking for a confident and enthusiastic volunteer, capable of engaging with clients who have varying levels of vulnerability and challenging behavior.

It is not a prerequisite for you to have experience in this sector, but ideally you will have some experience of providing customer services or have similar transferrable skills.

The role would suit someone who is interested in health and social care.

We recognise that volunteers have different strengths and want to gain different skills so to keep the role description relevant to volunteers it is reviewed in regular meetings with your supervisor.

Purpose of the role:

Based at our Resource Centre, you would be part of a team of volunteers that welcome people who are struggling with homelessness, are vulnerably housed or require support in addressing their substance misuse issues. The team assist the Welcome Area Coordinator in ensuring the smooth operation of the centre, enabling our other departments to remain effective in supporting the people we work with.

Volunteer Qualities or Skills

Essential

- An interest in engaging with marginalised or disadvantaged adults
- The confidence to engage vulnerable adults in dialogue
- Excellent time management skills
- Committed to working with clients, staff and visitors from a diverse range of backgrounds
- Reliable and trustworthy
- Capable of using Microsoft word and Windows to produce letters and documents
- Good use and knowledge of English
- Good administration skills and attention to detail
- Good verbal and written communication skills
- Ability to follow instruction and to use own initiative, following training and guidance

Desirable

- Experience of dealing with challenging behaviour - this may be in a customer service environment or working with vulnerable people, experience from paid/unpaid or personal situations are all appropriate. If you have no experience, we have comprehensive training and learning materials

Tasks

- Provide a safe and welcoming environment for potential clients, current clients and visitors in the Welcome Area of Providence Row Dellow Centre
- Record actions on database
- Respond to phone queries and direct to external services as required
- Make referrals as required

Training and Support: A structured induction will be provided, followed by one to one and group training in all of the role specific tasks, with reviews in the form of supervision and support meetings.

We are inclusive in the way we work, and have a facilitative approach that naturally provides for continued personal development and volunteers are included in the majority of staff training and event, with access to additional training made available from the network of statutory services we liaise with.

Availability: Ideally at least one full day. Our working hours are Monday to Friday - 8:30 to 4:00pm. Possible shifts 9 to 4; 9-12; 12-4.

Out of Pocket Expenses: Providence Row reimburses volunteers for travel expenses (from home to Providence Row and return) up to £10 per day. We also offer a freshly prepared lunch onsite.

Informal Interview dates: Will be confirmed by phone and or email.

Place of volunteering: Providence Row – Dellow Centre, 82 Wentworth Street, E1 7SA

Due to the nature of the role (working with vulnerable adults), DBS Disclosure barring checks are sought.