

## VOLUNTEER PROFILE

<b>POSITION</b>	Engagement Volunteer		
<b>TEAM</b>	Coastline Homeless Service	<b>LOCATION</b>	Day Centre
<b>VERSION</b>	6 <sup>th</sup>	<b>LAST UPDATED</b>	September 2017

<b>PURPOSE OF ROLE</b>	To assist the Day Centre Support Worker in the day to day running of the day centre.
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### KEY TASKS

1. To meet and greet clients/visitors/external agencies accessing the day centre, signposting them to the relevant departments.
2. To establish and build rapport with clients, promoting self-confidence and keeping clients motivated in liaising with staff.
3. To build good relationships with clients, staff and relevant organisations.
4. Assist staff by helping clients to complete self-referral forms for crisis accommodation.
5. Assist staff with the running of the refreshment facilities.
6. Assist staff with the running of activities/courses/workshops based at the day centre.
7. Assist staff in answering phone calls, signposting to the relevant members of staff.
8. Assist staff to record, file and distribute post.
9. Assist staff to monitor the: laundry/ shower room, quiet room, classroom, music room, donation store and IT suite.
10. Assist staff by helping clients with obtaining donations from the clothes store.
11. Assist staff in keeping the day centre clean and tidy.
12. Record and store client belongings securely.
13. Regularly check the client belonging's store and appropriately dispose of belongings that are over the 28 day time period.

## DESIRABLE SKILLS

1. Organisational skills
2. Good use of initiative
3. Communication skills
4. Basic IT Skills

## GENERAL TASKS (THIS IS STANDARD FOR ALL VOLUNTEER ROLES)

1. Represent the Company positively with all external agencies.
2. Establish, develop and maintain effective working relationships with all staff, volunteers, clients and actively promote the buddy system with active partners
3. Ensure compliance with the Company's Health and Safety policies and procedures.
4. Continually promote equal opportunities and client care in full compliance with the Company's policy and standards.
5. Ensure adherence to the confidentiality policy in all aspects of volunteer tasks/duties.
6. Attend and participate in meetings as required by the Client Development and Volunteer worker, including supervision and training.
7. Undertake specific tasks and projects as requested.
8. Manage personal 'workload'.
9. Carry out relevant tasks appropriate to this role.
10. Comply with the relevant Company and Group policies and procedures which relate to volunteers.

## REPORTING

- Reports to: Client Development and Volunteer Worker

## CONTACTS

### Internal

- Kirsty Hickson – Homes and Communities Theme Lead
- Lynsey Johns - Supported Accommodation Manager and Team
- Julie Phillips - Initial Contact Manager and Team
- Tamsyn Pegler - Client Development and Volunteer Worker
- Volunteers/ Partners

### External

- External agencies (statutory and voluntary)