

The Hope Hub

Volunteer Role Description & Person Specification



<p>Volunteer Role Welcome Team</p>	<p>A warm welcome is so important for our Service Users, visitors, and benefactors. A team of Volunteers is needed to welcome in guests, offer them a warm drink and check their immediate needs for a hot lunch and/or food parcel.</p>
<p>Service Pathway: Crisis Services</p> <p>Location: The Hope Hub main site</p> <p>Responsible to: Service Delivery Manager: Camilla Spicer</p> <p>Mentor: Volunteer Lead: Ali Robertson-Fox</p> <p>Days and Hours: We would like a team of Welcome Volunteers to cover our open times: Tuesday to Friday from 9:30-15:30</p> <p>Days and hours of work to be agreed with you.</p>	<p>The Welcome Team enable our Case Workers to stay on task, using their specialist skills to support the diverse, complex and immediate needs of Service Users who are in Crisis. The Hope Hub (THH) runs an appointment booking system for Service Users to see our Case Workers or Training and Employment Coaches. However, some people in desperate need do arrive without an appointment. CCTV cameras enable us to see who it is at the door and match visitors with known appointments or staff support.</p> <p>In and around welcoming duties, Volunteers are needed to pack food parcels and to keep the food and clothes storage areas well organised, and manage any other gifts or donations. This will help our Case Workers and our Service Users enormously.</p> <p>We aim to welcome back Volunteer cooks to prepare freshly cooked meals each day, but when that is not possible it will also be the Volunteer's role to warm through ready cooked meals for Service Users.</p>
<p>Essential requirements – The Hope Hub team can help and support with the following:</p> <ul style="list-style-type: none"> • A DBS check is required when working directly with vulnerable Service Users. • A Level 2 Food Safety and Hygiene Certificate is beneficial when working with food. This can be undertaken remotely or with support, over one day or longer as you wish. 	
<p>Key Tasks</p> <ul style="list-style-type: none"> • Meet and Greet everyone who visits by <ul style="list-style-type: none"> ○ responding to the bell in a polite and friendly manner. ○ completing initial required checks. • offering a warm welcome. • chatting with the visitor until the appropriate person is available. • Keeping the food storage area organised, tidy with food dated and easily accessible. • Identifying food stores low in stock which require “shout outs” to THH supporters. • Packing and labelling food parcels. 	

- Reviewing and sorting intake, and managing the storage of clothes and gifts so there is easy access when Service Users are in Crisis and need immediate help.
- Identifying needs for clothes.
- Supporting Case Workers to meet the needs of the Service Users.
- 'Cook' ready meal delivery management (logging and freezing).
- Daily checks for freezer, fridge temperature, and recording in the relevant records.
- Warming up home "Cook" meals when Volunteer Cooks are unavailable.

Your Safety and Protection

- You will be asked to read and continue to have access to our policies and procedures for keeping you, our Service Users and our staff safe and for meeting the ethos of The Hope Hub.
- Relevant guidelines relating to Covid-19 will always be followed.
- At least two references will be required following a successful interview.
- Our Service Delivery Manager and our Volunteer Co-ordinator the course will provide supervision.

Benefits of the Role

- ✓ Experience volunteering at one of the most dynamic charities in Camberley.
- ✓ Learn from and be supported by our Volunteer Support Co-ordinator.
- ✓ Know that you provide hope, empowerment and crucial support to some of the most vulnerable people in our community.
- ✓ Be part of a team, using your personal skills to advantage and learning new skills from others.
- ✓ Gain experience and insight into working within the charity sector. This is an excellent opportunity for anyone who is considering a career in voluntary, charity, social care or health services.
- ✓ Comprehensive induction, ongoing training, and Volunteer 'thank you' and support sessions.
- ✓ Scope to extend into other areas of volunteering at The Hope Hub, in the community and/or at the Emergency Accommodation Service.
- ✓ Out of pocket expenses are covered in line with our policy.

We are looking for a small team of Volunteers who:

- Have a positive outlook and manner.
- Are able to help without judgement or discrimination.
- Are excellent communicators.
- Have skills in managing some challenging behaviour with the staff support team at hand.
- Are well organised, can prioritise and multi-task.
- Are physically fit enough to undertake bending and lifting of food and clothing packages.
- Will be reliable and committed to the role.

Next Step

Please complete and return The Hope Hub Volunteer Application Form that you will find on the 'Volunteering' section of our website or call us for further information.

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