

Southampton Churches Winter Shelter

VOLUNTEER ROLE DESCRIPTION

Breakfast
6.00am - 8.30am

Shift Leader

ROLE TITLE: SHIFT LEADER - BREAKFAST SHIFT (6.00am – 8.30am)

RESPONSIBLE TO: Venue Coordinator

MAIN PURPOSE OF ROLE: To lead the other members of the Breakfast Shift

TASKS (Minimum team is 4 volunteers – 2 male, 2 female)

- Arrive at the venue by 6:00am
- Perform handover with Arrivals Shift Leader
- Lead briefing and prayers with all shift members
- Take charge of the Incident Book, deal with any complaints
- Call emergency services if required, and act as the main contact point
- Take decisions on eligibility of clients to stay in the shelter
- Wake guests 7.00am
- Light refreshments will be served, and the guests encouraged to attend Day Services
- Ensure guests leave the venue promptly by 8.00am
- Cigarette breaks are not limited but smoking is not allowed in publicly accessible buildings including church premises and therefore smoking must only take place in a designated safe area and where volunteers can maintain a visual on guests
- Enjoy building relationships with guests throughout the shift

PERSON SPECIFICATION

Essential

- Good team leadership skills
- Good communication skills
- Patient and encouraging
- Calm and patient, with a sense of humour
- Flexible

Desirable

- Experience of working with vulnerable adults or young people
- Experience of working with people from different cultures

GENERAL POINTS

- NB volunteers are **not** allowed to give out personal information (eg. mobile/landline numbers or addresses) to guests for safeguarding reasons