

SOUTHAMPTON CHURCHES

WINTER SHELTER

Volunteer Role Description

Arrivals

6.00pm - 10.00pm

Shift Leader

ROLE TITLE:

SHIFT LEADER – ARRIVALS SHIFT (6.00pm – 10.00pm)

RESPONSIBLE TO:

Venue Coordinator

MAIN PURPOSE OF ROLE:

To lead the other members of the Arrivals Shift

TASKS

- Arrive at the venue by 6:00pm
- 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 enter and to stay in the shelter
- Help settle guests into the venue
- Serve food and beverages, and eat with guests
- Clear the meal away (Chef(s) may leave at this point – minimum of 4 volunteers at all times)
- 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 evening

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