

# SOUTHAMPTON CHURCHES

## WINTER SHELTER

### Volunteer Role Description

#### Arrivals

6.30pm - 10.00pm

#### Team member

**ROLE TITLE:**

**ARRIVALS SHIFT TEAM MEMBER**

**RESPONSIBLE TO:**

**Shift Leader**

**MAIN PURPOSE OF ROLE:**

To set up the beds, welcome the guests, serve the meal and clear away afterwards

**TASKS** (Minimum 4 volunteers excluding chef)

- Arrive at the venue by 6:30pm
- Attend briefing and prayers with Shift Leader
- Help set up beds and sleeping area
- Greet guests as they are registered for the night
- Help settle guests into the venue, showing new guests around
- 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 communication skills
- Patient and encouraging
- Ability to work as part of a team
- 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