



Nottingham Winter Shelter Volunteer

ROLE DESCRIPTION

TITLE: Support Volunteer

ACCOUNTABLE: To the Winter Shelter Support Workers and Manager

RESPONSIBLE FOR: The operations of the winter night shelter.

PURPOSE: To support the winter shelter staff to ensure the running of a safe and smooth shift.

Responsibilities and core duties

To assist the support staff in a smooth and safe running of the night shelter including:

To sign in and store residents belongings and alcohol appropriately

Check in all service users each night

Help in all areas of the shelter such as: in the kitchen, cleaning or moving service user and shelter property

To immediately report any concerns to a paid member of staff

To maintain positive and supportive relationships with other staff members and volunteers

Report all incidents and accidents to manager/senior support worker

To adhere to the policies and procedures of Emmanuel House

To be willing to undergo a DBS check

To undertake training as directed

Person Specification for Volunteering

Disposition

- Be confident, approachable, open and friendly with people

Skills

- To be able to carry out a role in an environment that can make a number of demands on you at the same time
- To be able to be circumspect and attentive in a busy environment
- To be able to respond efficiently and politely to people
- To be able to deal with different requests simultaneously
- Good interpersonal skills
- To be able to respond appropriately to emergency situations such making calls to emergency services.
- To be able to work well with in a team



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ROLE DESCRIPTION Continued

Knowledge

- To have knowledge of Winter Shelter policies in relation to Safeguarding and good practice
- To have knowledge of Winter Shelter policy on Diversity and Equality of Opportunity
- To have knowledge of Winter Shelter policy on confidentiality

Ability

- To be able to work with domestic appliances
- To be able to move equipment

To apply, please visit: our [Winter Shelter Volunteering Page](#)