



**FAITH IN ACTION**  
helping with homelessness

## Volunteer Person Specification

Faith in Action has been providing a Homeless Drop-In for homeless and vulnerable people for over 10 years. We offer a place of safety and a warm welcome. We work with our service users to enable them to make positive changes in their lives and help them with finding work, finding accommodation, and addressing drug and alcohol and other issues individual to each person.

We are looking for volunteers with the following qualities:

- Reliable, committed and motivated
- Able to commit to volunteering regularly from 9am to 4pm one day a week
- Excellent communication skills, in person and occasionally by telephone
- A non-judgmental attitude
- Ability to keep to boundaries of the organization
- A good sense of confidentiality and its importance
- Ability to listen and relate well with the variety of people who attend the Drop-In
- Ability to work with a team, and effectively use the support of professional colleagues
- Willingness to try the various volunteer roles that make up the work of the Drop-In and, ideally, to express a preference for those that suit you best
- Ability to ask for assistance and make use of induction, training and the support of the staff team
- Ability to work independently and on own initiative
- Experience not necessary; skills can be learnt from experienced staff and volunteers

This role is perfect for those looking to find their way into paid employment in a caring role or with homeless or vulnerable people.

FiA will be happy to provide references for everyone who has volunteered with us for longer than 6 months.

# Faith in Action Volunteer Task Descriptions

## Homeless Drop-In front of house

*To be part of the team who:*

1. Sets up the hall for the day, including putting out tables and chairs
2. Takes service users' names and basic details on arrival
3. Attends the briefing at the start of the day
4. Ensures that the atmosphere of the Drop-In is good
5. Engages with service users in appropriate ways
6. Talks with guests to discuss what services they need from the Drop-In
7. Ensures that service users in distress or difficulty are attended to
8. Ensures that new service users are assessed at the first appropriate opportunity
9. Serves lunch to service users, ensuring that health and hygiene issues are addressed
10. Ensures that the laptops are supervised and where appropriate provide tuition in their use
11. Assists in the clear-up and cleaning of the Drop-In
12. Attends the debrief session at the end of the day.

## Reception

*To manage the reception desk with colleagues to:*

13. Welcome each service user, by name if possible
14. Take service users' full names and write them in the day's register
15. Try to take a note of the details asked for on the register (gender, rough sleeper, local connection)
16. Ensure that the desk is always managed by a volunteer, and that everyone entering the Drop-In is acknowledged and recorded
17. Give information to staff and volunteers (numbers for lunch, who is new, who is homeless)
18. Maintain the confidentiality of the register – not giving names out to others.

## Kitchen

*To be part of the team who:*

19. Puts out drinks on the tables and sets up breakfast for service users at 9.30am
20. Serves tea and coffee all day
21. Prepares and serves lunch, comprising a meat meal with vegetarian alternative and dessert
22. Clears up after lunch, including washing up, loading the dishwasher and putting away
23. Cleans the kitchen area, ovens and floor.

## Clothes area

*To be part of the team that:*

24. Goes through the clothes donated and discards any items which are not appropriate
25. Oversees the distribution of clothes to service users who are homeless.

## Shower area

*To ensure that:*

26. Service users sign up for showers and are called when the shower becomes free
27. There are fresh towels and toiletries for everyone having a shower
28. Everyone who needs a shave is given razors and shaving cream
29. The shower area is well organised so as many people are able to shower as possible
30. That the showers are left clean at the end of the day.

## Washing area

*To ensure that:*

31. Service users sign up to have their washing done
32. Washing is done quickly and effectively
33. Washing is returned to everyone who has left it to be done
34. The towels and aprons from the Drop-In are washed after use
35. The washing area is left clean and tidy after the Drop-In session.