

Volunteer Drop-In Assistant

Role Description

Reports to: Manager – Women’s Community Services

Based: Reading

Days/Hours: Reading: Monday – Thursday 12.30pm – 3.30pm

The Role

Having regard to the nature and context of the work, there is a genuine occupational requirement permitted under the Equality Act 2010 that this post is only available to women.

Volunteers enhance the service provision and experience for women at Alana House. This volunteer role is key in helping the drop in sessions and the various activities run smoothly and to be the most welcoming, warm and safe place for all women attending.

Key Tasks

0	Preparing the drop-in area ready for use
0	Answering the door and helping visitors to find where they need to go
0	Greeting every woman and ensuring they are signed in in accordance with health and safety policy
0	Assisting with form filing and registration forms
0	Making teas and coffees, washing up and keeping areas clean and tidy
0	Helping Alana House Support Workers with the drop in sessions and any specifically organised activities, eg. arts and crafts sessions, creative writing etc
0	Helping professional visitors coming in to provide a variety of services for the service users; showing visitors around the building
0	To undertake any other duties deemed commensurate with this post as directed by the line manager
0	To safeguard and protect vulnerable adults and children in accordance with PACT’s Policies and Procedures at all times

Person Specification

Essential Attributes	
O	Excellent face to face communication and interpersonal skills with a warm and friendly manner
O	Organisational skills
O	The ability to prioritise
O	Ability to remain calm and flexible under pressure

All volunteers are required to	
O	Be subject to an enhanced DBS check
O	Wear their PACT ID badge
O	Adhere to and sign PACT's confidentiality and safeguarding policies
O	Undertake a full induction and training

Boundaries of role:

Volunteers should not offer personal opinion, recommendations or guidance to visitors regarding their cases or personal circumstances.

Volunteers should adhere to all health and safety and safeguarding policies whilst on site.

Volunteers should immediately report any health and safety and safeguarding issues to an Alana House staff member.

Notify manager within a reasonable time frame if unable to attend.

Supervision:

Supervisions will be monthly.

What PACT offers in return for your time, dedication, enthusiasm and skills:

- Training
- Learning and development opportunities
- Comprehensive induction
- Regular supervision, support and feedback
- Valuable work experience with an award winning and highly respected organisation
- Bi-annual social events for volunteers
- Travel expenses