**Volunteer Role:** Welcome Team

**Organisation Name**: Shiloh Rotherham

Shiloh Rotherham is a charity founded on Christian beliefs that offers temporary support to adults who are who are homeless, at risk of homelessness or living in poverty. Our support is open to everyone regardless of their beliefs. We provide a non-residential day service to adults in Rotherham. We welcome guests and volunteers regardless of their beliefs.

**Location of position:** Shiloh Rotherham

**Responsible to:**   Volunteer & Services Manager.

**Purpose/summary of role**:

Our friendly team of volunteers assist in the running of our busy support service. There’s a variety of roles within the team to ensure that our guests are provided with “wrap around” support during their visit to Shiloh. We have recently introduced a volunteer led 121 mentoring service at Shiloh that focuses on addressing some of the many barriers our guests face such as housing, addictions, benefits, employment, education and health.

**Description of tasks**

* Operate the reception desk ensuring guests receive a warm and welcome greeting
* Facilitating access to our internal services such as the Laundry,  Clothing or Showers and external services based in Shiloh (benefits/housing/pastoral/training/education/medical care)
* Provide a listening and supportive ear to guests
* Sift, sort and filter donations (particularly clothing)
* Serve Tea/Coffee and replenish the refreshments
* Mentoring – our guests have a variety of needs and you can play an important role in helping to get their lives back on track.
* Ensure safety of our guests and other volunteers at all times.
* Work co-operatively with all members of staff/volunteers and adhere to the values, policies, practices and procedures, undertaking training as appropriate to develop skills.

Time commitment required on service days either on Monday, Wednesday or Friday.   Volunteer Sessions for Welcome Team volunteers are 9.00 – 13.00 (flexibility considered)

**Desired skills and experience:** • customer services experience • friendly manner, welcoming and efficient • reliable and trustworthy • sensitive and tactful nature • methodical and organised • open minded • experience of working/training in a similar field – such as addictions, housing, benefits or mental health.

**Training and Support Induction to organisation**

Full training on all aspects of the role provided, regular updates on organisational activities, support and supervision from Volunteer Manager.

**Benefits to volunteers**

* The opportunity to develop new and existing skills and gain experience in a charity
* The opportunity to meet new people.
* The satisfaction of knowing you are making a vital difference to the work of Shiloh and the Rotherham community
* Free training provided
* Out of pocket expenses paid
* Ongoing continued professional development
* **Application Procedure**
* Application Form
* Informal Interview
* 2 x references required
* Enhanced DBS check completed.

For more information contact Volunteer and Service Manager Matt McMullen on 07864654074 or email matt.mcmullen@shilohrotherham.org.uk