



## Centre Volunteer

### Role Description

#### The Role:

To ensure the safe and efficient operation of CTS's Day Centre and Crisis Support Services. Working as a team, Centre Volunteers supervise Clients' use of the Centre, staff the Centre's reception, kitchen and social areas, and assist Clients with issues surrounding accommodation, benefits applications, health and access to relevant services. Centre Volunteers also play a crucial role in the maintenance of basic Client monitoring records.

#### Outline of Tasks:

- Supervise the safe daily operation of the Centre, ensuring that Clients abide by the Centre's rules
- Attend 'pre shift' meetings in preparation for each day's activities; 'post shift' debriefing sessions, attending supervision and associated meetings
- Interview new Clients
- Provide 'signposting', referrals and associated information support for Clients, to enable them to access other welfare services etc.
- Assist the Services Team in one-to-one support for clients
- Administration, including the maintenance of up-to-date records in the day book, Client case files and client access monitoring at the Centre's reception
- Assist with the cleaning and tidying of the Centre at the end of the day
- Administer warnings, exclusions or bans where Clients' behaviour breaks CTS rules

Where a Volunteer wants to become more involved, other opportunities are:

- Assist supporting activities (e.g. days out, music sessions, yoga etc.)
- Deliver LifeWise lifeskills sessions (following bespoke training in this area)
- Key Volunteer (shift leader)

#### Location / Hours:

- At CTS premises, Wenlock House, central Brighton
- To be present and ready for the morning briefing at 10.30am
- Finishing at approximately 3:30pm
- Monday - Saturday

#### Person Specification: (the key skills or attributes needed)

- Able to commit to a minimum of six months volunteering
- Committing to one full shift, one day per week (Mon to Sat)
- Commitment to attend the initial Volunteer Induction Training (currently 3 x 2 hour evening sessions held before a Centre Volunteer starts a shift)
- Ability to attend occasional group and one to one supervision sessions
- Experience of working with vulnerable people and people with challenging behaviour; conflict resolution, resilience, listening and assertion skills are desirable.
- Good communication and interpersonal skills

- Commitment to Equal Opportunities and Diversity
- Able to maintain safe personal boundaries and confidentiality in relation to client working
- Basic skills in the use of Microsoft Word and Excel
- Ability to work as part of a team and to support colleagues
- A good sense of humour and the ability to work in an often pressurised environment