

Job title:	Volunteer Support Worker
Reports to:	Volunteer Coordinator
Hours:	10.00am – 3pm – Monday, Tuesday, Thursday, Friday or Saturday
Location:	Wenlock House, Brighton, BN1 1RH

Background

The Clock Tower Sanctuary (CTS) is the only drop-in day centre for young homeless people in Brighton and Hove. We provide practical and emotional support to 16-to-25-year-olds who are experiencing homelessness, so they can move from crisis to stability. We work to prevent young people from becoming part of the long-term homeless population. To achieve this, we provide our clients with a safe space in central Brighton to use during the day along with life skills, confidence-building activities and support them to find housing, work, training and other opportunities. CTS is a place where they can escape some of the pressures of their living situations, and can access showers, food, laundry facilities and one to one case working support. Our volunteers are vital to the delivery of our work and are instrumental to the day to day running of the Centre, providing support, advocacy and a friendly welcome to the young people who use our service.

Key responsibilities

- Attending morning Day Book (starts at 10am)
- Managing the Reception desk
- Meet and greet of young people new to the Centre
- Help to cook and serve a healthy meal
- Setting up and closing of the Centre (including some cleaning and tidying)
- Advocate and assist young people to complete tasks that will assist their independence
- Informal support and engagement with young people.
- Supporting clients to use showers, washers and dryers, toiletries, kitchen, computers, etc
- Signing up clients for groups and activities (with options to attend)
- Sorting and tidying clothing and food donations, making up food parcels.
- Supporting young people to adhere to the CTS Behaviour Agreement and respect one another.

Other opportunities

- Assist during activities e.g. days out, music sessions, yoga
- Complete initial client assessments
- Accompany clients to appointments
- Support our Fundraising Team e.g. doing talks to schools and community groups, volunteering at events.

Person Specification

Essential

- Able to commit to a minimum of six months volunteering (with some flexibility)
- Can do at least one full shift, one day per week (Mon to Sat)
- Attend the initial volunteer induction training process
- Have empathy with the needs of young people who are homeless
- Effective communication and interpersonal skills
- Understand and practice commitment to Equality and Diversity
- Ability to maintain safe personal boundaries and confidentiality
- Ability to work as a team and support colleagues
- A good sense of humour, and ability to multitask and flex in a pressurised environment
- A commitment to safeguarding children and vulnerable adults.

Desirable (training will be provided)

- Experience working with vulnerable people and those with challenging behaviours
- Basic Microsoft Excel and Word skills

How we work

We appreciate our volunteers want to get the most out of their time here. We provide both Introductory Training Modules (mandatory) and opportunities for learning and development. We have morning and afternoon check ins and check outs, bi-monthly supervisions along with regular volunteer meetings and socials.

Before you can volunteer in the Centre, we will ask you to undertake the following essential training, unless otherwise agreed with the Volunteer Coordinator.

A half day induction:

- Understanding the aims and mission of the CTS
- Understanding the role of the Day centre Volunteer and its boundaries
- Health and safety
- Introduction to Youth Homelessness

Introduction to Motivational and Challenging Conversations with young people:

- Drugs and self-harm
- Mental health
- Trauma
- The ways we engage and communicate.

Diversity and Inclusion

- What is meant by Diversity and Inclusion?
- How do we ensure we are being an inclusive service?
- What does a diverse community look like?

Professional Boundaries

- What are Professional Boundaries?
- When are our boundaries at risk?

Once you have completed 7 weeks volunteering with us there are many opportunities for training and development as you progress including: Drug & Alcohol Awareness, Signposting, De-escalation, Domestic Abuse, First Aid, Food Hygiene, Life Wise Training and more.

Applicants with a criminal record

The Clock Tower Sanctuary (CTS) is committed to best practice when recruiting people with a criminal record. Our policy, which will be sent with our application pack, explains our policy and process. This role is exempt from the Rehabilitation of Offenders Act 1974 and so requires the disclosure of all convictions and cautions, even if they are spent, unless they are filtered. Applicants will be required to disclose all convictions on application. An application for an enhanced DBS disclosure with an adults and children's barred list check will then be made. Applicants with positive disclosures will be invited to meet with the Volunteer Coordinator and the Services Manager to discuss any concerns and to confirm or withdraw the offer of a volunteer role.

Further information

Please visit www.thects.org.uk for more information about our work.