Role Description: Drop-In Front of House Volunteer

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| Position Title | Drop-In Front of House Volunteer |
| Program | Drop In |
| Location | RRSG offices |
| Reports to | Drop-In & Volunteer Coordinator |
| Date Revised | January 2022 |

## Position Summary

The Drop -In Volunteer will be the first point of contact for new and existing clients.

## Position Level

Drop-In Volunteers report to the Drop-In & Volunteer Coordinator for operational matters.

## Position Responsibilities

### Key Responsibilities

### Client support

* 1. Welcoming our clients (you’re the first face they see).
  2. Signing in clients and recording confidential information.
  3. Implementing Health & Safety procedures, e.g., encouraging clients to wear masks, taking temperatures, etc.
  4. Assign clients to case workers or Drop-In & Volunteer Coordinator.
  5. Adhering to confidentiality procedures.

### Information Management

* 1. Ensure complete confidentiality of all information discussed and recorded.
  2. Immediately report any emergency to the Drop-In & Volunteer Coordinator if made aware.

### Health and safety

* 1. Participate in regular debriefing sessions with Drop-In & Volunteer Coordinator and volunteers.
  2. Notify any incidents, injuries or concerns immediately to the Drop-In & Volunteer Coordinator.

## Position Selection Criteria

### Essential

* Applicant MUST have the right to work in the UK.
* Kurdish, Arabic, Pashto or Dari Speaker.
* Ability to work under pressure effectively and sensitively with individuals from diverse cultural backgrounds.
* Understanding the needs of Refugee and asylum seekers.
* Have good written and spoken English.
* Work in a team.
* Ability to work independently and initiate tasks without close supervision or direction.
* Ability to maintain professional boundaries and ensure duty of care standards necessary for high service provision.

### Desirable

* Experience working with Migrants, Refugees or Asylum Seekers.
* Experience in immigration and/or welfare issues
* Ability to speak other languages desirable but not essential.
* Experience of working with vulnerable people.

### Training

* All volunteers will undergo induction.
* Volunteers are encouraged to undergo suitable training relevant to their personal and professional development which is subject to approval from Drop-In & Volunteer Coordinator.

### Expenses

### Required commitments

1. All volunteers will need to undergo Disclosure and Barring (DBS) checks & references will be taken up.
2. All Volunteers are expected to commit to a minimum of 6 months, 3 hours per week with flexibility for training and supervision
3. After the induction period of 3 months, the volunteer will be assessed for suitability. Volunteers will then be expected to continue training in their selected area.
4. All volunteers are asked to inform the Drop-In & Volunteer Coordinator a month in advance before leaving.

These following expenses will be met by RRSG

* Travel
* Training
* Insurance Cover
* Any other expenses deemed reasonable by the management which does not constitute paid employment

### For application form and further information contact:

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