

Volunteering Role Description

Volunteer Hostel Worker

Our 16-bed hostel on Bower Street is central to our efforts in providing safe and secure accommodation for vulnerable and homeless people in the Harrogate District. Alongside this we also provide 5 beds for our 'No Second Night Out' scheme which offers an emergency bed to rough sleepers. To keep our hostel running smoothly and efficiently, we have volunteer opportunities to work alongside our dedicated team of hostel workers and support staff.

Volunteer Tasks

The tasks that you might be asked to help with are:

- Supporting the Duty Hostel Worker in their role.
- Controlling entry of residents, and visitors, into the hostel.
- Dealing with enquiries from the public, directly and on the phone.
- Supporting hostel residents with forms, applications, and mail
- Supporting hostel residents with "weekly actions" as directed by Client Support Workers.
- Supporting hostel residents in distress.
- Providing a "Listening Ear".
- Sorting through donations
- Monitoring CCTV.
- Monitoring Health & Safety within the hostel.
- Visiting local shops, by pre-arrangement, to collect donations.

Time

To make the experience worthwhile, we would request that volunteers are able to spend at least a couple of hours volunteering, ideally once a week or once a fortnight.

Applicants must be able to pass an enhanced DBS check.