

THE
HARBOUR
PROJECT

Reg. charity 1097227

Volunteer Advisor and Befriender Description of Activity

TITLE	Volunteer Advisor and Befriender
RESPONSIBLE TO	Drop-In Co-ordinator
HOURS	3.5 hrs per session (including informal meeting beforehand and cleaning up afterwards) Desirable availability 2 sessions per month
LOCATION	The Harbour Drop-in Centre St. Luke's Hall, Broad Street, Swindon SN1 2DS

PURPOSE

To provide a warm welcome to all visitors, basic advice and signposting and help with the general running and upkeep of the Drop-in.

PRINCIPAL RESPONSIBILITIES

SESSION ACTIVITY

- 🌀 To ensure that all visitors are welcomed to the Drop-in
- 🌀 To provide general help and support for visitors to the Drop-in
- 🌀 To provide general help and support to other Harbour volunteers
- 🌀 To implement Harbour policy & practice, in accordance with agreed guidelines
- 🌀 To maintain Drop-in Centre record-keeping systems
- 🌀 To liaise as required/necessary with other Harbour staff and volunteers
- 🌀 To supervise fairly the use of Harbour facilities and equipment

PREMISES

- 🌀 To ensure that both the interior and exterior of the Drop-in are kept clean, safe and tidy
- 🌀 To ensure that the facilities and equipment are clean and safe to use for visitors

OTHER

- To help to organise trips and events provided by the Harbour in conjunction with staff and trustees
- To help to provide activities which promote the health and mental wellbeing, employability and integration of the visitors
- This specification will be kept under regular review

VOLUNTEER SPECIFICATION

Are you...?

- Interested in the aims and activities of The Harbour Project
- Reliable
- A self-starter
- Friendly

Do you...?

- Consider yourself to have excellent communication and interpersonal skills
- Understand the importance of confidentiality - when it's important not to share information - and when it is
- Understand that Equal Opportunities is not just a policy on a piece of paper

Do you have experience of...?

- Working in a drop-in centre, befriending people and/or giving advice
- Advocating on behalf of others
- Working in the voluntary sector and/or with refugees and asylum seekers
- I.T. skills, particularly MS Office or equivalent
- Specialist skills which work towards to the aims and objectives of the Harbour Project

Please note that you do not have to have all the skills outlined above. The most important thing is that you care about our visitors, learn about them and their needs and are willing to share your time and talents however you think best, in conjunction with Harbour staff.