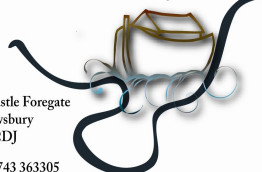


The Shrewsbury Ark



10 Castle Foregate
Shrewsbury
SY1 2DJ

T: 01743 363305
E: shrewsburyark@yahoo.co.uk

VOLUNTEER ROLE DESCRIPTION

ROLE

Support Volunteer / (Kitchen Assistant)

PRINCIPLE FUNCTION

To help, support, inform and advise service users on issues affecting them
(To assist in the preparation and service of food and drink to service users)

DUTIES

To attend the Ark on selected days and be available to assist persons using the Ark

(To assist in the preparation of food and drink and service of the same to those attending the Ark)

To help, support, advise and befriend those same people

To liaise on the service users behalf with other individuals or organisations including Local Authority, housing associations, voluntary organisations, court officials, mental health workers, drug rehab workers, and prison and probation officers

To refer service users to other individuals or organisations which may be better placed to assist the service user with a particular problem or query

To hand out SHREWSBURY ARK leaflets

To gather details of people who express an interest in SHREWSBURY ARK services

To maintain a written record of all service users seeking assistance or expressing an interest in SHREWSBURY ARK

To liaise with the Manager and other SHREWSBURY ARK Support Workers, both paid and voluntary, to ensure all follow up action taken is completed

To assist the Manager, if requested, at talks and presentations regarding SHREWSBURY ARK

This list is only a guide to the primary tasks for this role and from time to time other tasks and duties may be requested

REPORTING TO

SHREWSBURY ARK Manager

ACCOUNTABLE TO

SHREWSBURY ARK Trustees Management Committee

LOCATION

At SHREWSBURY ARK 10 Castle Foregate, Shrewsbury, SY1 2DJ and at other locations from which the Ark operates its services from time to time.

HOURS

By agreement, especially weekdays between 9.00am and 5.00pm

TRAINING

Induction Course - Information about SHREWSBURY ARK and its aims and activities and an introduction to necessary administrative processes (e.g. CRB checks, record keeping, reporting, travel and expenses claims)
Introduction to Helping/Befriending Skills
Drug and Alcohol Awareness Courses
(Basic Food Hygiene Course)
(First Aid at Work Course)

Ongoing Training and Supervision/Support

The Manager or a trained and experienced member of SHREWSBURY ARK staff, trustees or volunteers will supervise the volunteer until both are confident for the volunteer to work unassisted
Ad hoc group or one to one training with the Manager
Regular one to one support/supervision meetings
Attendance with SHREWSBURY ARK staff or volunteers at conferences, seminars and meetings
Volunteer Group meetings and social events

NOTE

All appointments are subject to the approval of SHREWSBURY ARK Trustee management committee and to a probationary period of 12 weeks
SHREWSBURY ARK operates a no smoking, no alcohol and no drugs policy at all its premises

PERSONAL QUALITIES

No previous experience is necessary
Effective listeners, empathetic, quick minded and non judgmental
Ability to take on and give out appropriate information
Ability to manage diverse questions in a confident and calm manner
Mature in approach (if not in age), not easily offended, able to converse at any level
Good communication skills, especially verbal; assertive