

Winter Night Shelter Volunteer Job Card

Job title: Volunteer at Night Shelter

If you would like to volunteer, please register on the rota database

Brief profile of Job:

- Try to be on time
- Make sure you know the church layout, especially the emergency exits, and any areas that are out of bounds to guests.
- Treat guests with respect
- Be friendly and make guests feel welcome
- Work as a team and support your Shift leader. Do not challenge their decisions in front of other volunteers or guests.
- Guests and volunteers should be known by first names.
- Please do not give or lend money to guests. The team leader has addresses of Day Centres and other agencies that are able to provide appropriate help to homeless people in genuine need.
- Do not give personal information especially address, telephone number or e-mail address.
- Arrangements should not be made to meet with guests outside the Shelter unless it is an activity arranged by EWNS.
- Make sure you are not left alone with a guest or leave a colleague alone. This is not only for your own safety but so that if anyone alleges an impropriety against you, there is a witness.
- When speaking to guests it is best not to make promises; people can feel very let down by a promise not kept. Our organisation needs to build trust in order to be effective in finding appropriate help for guests. Broken promises can undermine this work.
- Do not take guests to your home.
- For your own safety do not wear or bring valuables to the Shelter. Often there is nowhere to store valuables safely.
- There should be at least two volunteers in the Shelter at all times.

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Pastoral Care

- You are responsible for: the well being of the guests
- Person responsible for you: Shift Coordinator

Shift Schedules

If you would like to volunteer for any of these shifts, please register on the rota database

6.00-10.30pm Evening Shift

6.00pm

- Prepare and organize the evening meal
- Set up tables & chairs and inflate beds
- Check toilets for cleanliness, soap & towels
- Check the security of premises regarding doors to be locked or opened

6:45pm

- The whole team gets together for briefing. A good time to introduce new volunteers. Check that they have read the volunteers handbook and check that everyone knows the fire drill. Coordinator to pass on any concerns from the previous night. Jobs to be allotted to volunteers. Where appropriate finish with prayer.

7.00pm

- Doors open book clients in for the night and for the following night
- Show new guests around
- Serve tea & coffee over the course of the evening

8.00pm

- Begin to serve the meal
- Wash and tidy up after the meal
- Organise social activities for the guests e.g. games of draughts, jigsaws, dominoes, DVD, Quiz Night Etc.
- Record any incidents in the log book

10:15pm- 7.00am Night Shift

10:15pm

- New shift arrives; debriefs with evening shift. (See 6:45 above)

10.30

- Evening Shift leaves
- Secure the building as appropriate
- Make sure everyone is comfortable and settled in for the night

11.00pm

- Lights out. All guests should adhere to lights out and quiet
- Two volunteers stay awake at a time
- Record any incidents in the log book

6:45am-8:45am Morning Shift

- New shift arrives; debriefs with Night Shift (See 6:45pm above)

7.00am

- Put on urn & Prepare breakfast
- Wake up guests
- Serve breakfast
- Clear beds and bedding away; Guests can be encouraged to clear up their own bedding. (Volunteers should wear gloves when handling used bedding)

8.00am

- Guests leave premises by 8.00
- Wash up and tidy up
- Ensure log book has been completed and phone is handed over to Project Coordinator or representative of the church running the next night
- Clean Church premises and toilets
- Take bedding away for laundering
- Secure the building as appropriate