

doorway

Moving on from Homelessness in North Wiltshire

Thank you for the interest you have shown in becoming a volunteer for the Doorway Project in Chippenham.

Please find enclosed our Volunteer Application Pack containing the following:

- Volunteer Application Form
- Volunteer Job Descriptions for befrienders and kitchen staff
- Equal Opportunities Monitoring Form

If you are interested in applying to volunteer with this exciting and worthwhile project, please complete the Application Form and return with the Equal Opportunities Monitoring Form. If you would like more information, please do not hesitate to contact me.

I look forward to hearing from you.

Yours sincerely,

Lisa Lewis
Chief Executive

Doorway
Station Hill House
Station Hill
Chippenham
Wiltshire
SN15 1EQ
Tel: 01249 445385
www.doorwayproject.org.uk
info@doorwayproject.org.uk
www.doorwayproject.org.uk

Thank you for your interest in Doorway.

Please complete the attached form as soon as possible and return it to:

Lisa Lewis
Doorway
Station Hill House
Station Hill
Chippenham
Wiltshire
SN15 1EQ

All people volunteering for Doorway will be interviewed and when we receive your application we will contact you to arrange a time for you to come in.

At the interview you will have time to explore with us your interest in the project and the role you would like to undertake.

We will take up personal references for all volunteers and because of the likely age and/or vulnerability of some of the centre users, Criminal Record Board checks will also be carried out.

What do we expect from volunteers?

- Loyalty
- Commitment
- Adherence to all legal and policy requirements of the Centre
- Acceptance of the Centre's agreed procedures
- Team membership
- Attendance at induction, training and supervision sessions

If you join the team as a volunteer we ask you to sign an agreement stating the amount of time you can offer to the centre and your acceptance of the above.

This is a sign of your commitment to the project.

In return, we will sign our part of the agreement, which details the support you can expect from us.

What can volunteers expect from us?

- A clear outline of the task, hours to be worked and whom you report to
- All necessary induction, training and support
- Payment of reasonable expenses including travelling to and from the Centre and any respite or childcare needs
- Insurance cover for the work you do
- Recognition and thanks

**If you have any queries, please call Lisa Lewis on 01249 445385 or email:
info@doorwayproject.org.uk**

CONFIDENTIAL

Volunteer Application Form

Please answer all questions as fully as you are able to

Name _____

Address _____

Postcode _____

Telephone _____

Email _____

What sort of role would you like to undertake as a volunteer at the Doorway Day Centre?

Do you have any previous experience, skills or qualifications, which may be relevant?

What personal qualities would you bring to the role?

Do you have any spare time interest or hobbies which are relevant to the work we do?

What would you personally hope to gain from volunteering for Doorway?

Have you ever been convicted, cautioned or bound over in relation to a criminal offence?

YES

NO

If Yes, please give details

The Centre opens on Monday mornings from 9.30am to 12.30pm, and Thursday afternoons from 12.30pm to 3.30pm. Which of these days can you be available?





Approximately how many hours can you spare

Per week? _____

OR

Per month? _____

Please give the names, addresses, email addresses and telephone numbers of two people who know you well and to whom we may write (Not family members)

1.	2.
	
	

Declaration:

I declare that to the best of my knowledge the information I have given is complete and accurate

Applicant's signature _____ **Date** _____

Job Description - Day Centre Volunteer Befriender

Responsible to: Chief Executive
Job Location: The Salvation Army Hall, Chippenham
Time commitment: At least one 4-hour session per fortnight plus occasional training/supervision sessions

Job Purpose:

To assist in the smooth running of the Doorway Day Centre for homeless and marginalised people in Chippenham by befriending and offering support to its service users.

Responsibilities

- To work within a team of paid staff and volunteers offering befriending and support to centre users who are homeless and may have other complex needs.
- To befriend and support centre users in a non-judgmental way.
- To identify centre users' needs and assist them to access advice and support from leaflets, the Internet and specialist agencies.
- To assist with the preparation and serving of food and with clearing up after meals.
- To become conversant with and comply with the general ethos, practices, policies and procedures of the Project, including those relating to Health and Safety, Equal Opportunities and Confidentiality.
- To become conversant with local voluntary and statutory agencies relevant to the needs of centre users and liaise with them under the guidance of the Centre Support Workers.
- To contribute to briefing and de-briefing sessions after each Day Centre session
- To maintain written records as required by the Project.
- To undergo induction and training as required by the Project.
- Other duties relating to the smooth running of the centre but not listed which may reasonably be required from time to time.

Personal Qualities

- Friendly personality and positive outlook.
- A good communicator with good listening skills.
- Willing to accept training and supervision
- A good team worker
- Adaptable and non-judgmental
- Able to work under pressure
- Able to cope with change
- Able to make a regular commitment to working at the Centre
- Completely comfortable working with and supporting the values of Doorway

Job Description - Day Centre Volunteer Kitchen Worker

Responsible to: Chief Executive
Job Location: The Salvation Army Hall, Chippenham
Time commitment: At least one 4-hour session per fortnight plus occasional training/supervision sessions

Job Purpose:

To assist in the smooth running of the Doorway Day Centre for homeless and marginalised people in Chippenham by preparing, and serving meals and clearing away afterwards.

The centre has a modern and well-equipped commercial-style kitchen. Staff prepare and serve up to 65 hot meals per session to people who are homeless or likely to become homeless, and staff / volunteers / visitors. On Monday mornings, breakfasts are cooked to order and on Thursday afternoons a two-course dinner is served, which is prepared during Thursday morning.

Responsibilities

- To work within a team of paid and unpaid staff, offering food, befriending and support to centre users who are homeless
- To assist with the preparation and serving of food and with clearing up after meals, always observing the highest standards of hygiene.
- To become conversant with and comply with the general ethos, practices, policies and procedures of the Project, including those relating to Health and Safety, Equal Opportunities and Confidentiality.
- If you wish, to contribute to briefing and de-briefing sessions after each Day Centre session
- To undergo induction and training including training in food hygiene as required by the Project.
- Other duties relating to the smooth running of the centre but not listed which may reasonably be required from time to time.

Personal Qualities

- Practical and well organised
- Friendly personality and positive outlook.
- Willing to accept training and supervision
- A good team worker
- Adaptable and non-judgmental
- Able to work under pressure
- Able to make a regular commitment to working at the Centre
- Completely comfortable working with and supporting the values of Doorway



EQUAL OPPORTUNITIES MONITORING FORM

Doorway

Doorway recognises that direct and indirect discrimination exists in our society. We believe that no one should suffer oppression or lack of opportunity on the basis of his or her age, disability, ethnicity, gender, religion or belief, sexual orientation or any other factor. In light of this, we request that you complete this form to enable us to monitor our recruitment procedure to ensure we do not discriminate.

This anonymous information will be detached from your application form and kept confidential. The short-listing panel will not see this information.

Post for which you are applying: _____

How would you describe your ethnic origin?

Black or Black British

- Caribbean
African
Any other African Background
(Please specify).....

White

- British
Irish
Any other white background
(Please specify).....

Mixed

- White and Black Caribbean
White and Black African
White and Asian
Any other mixed background
(Please specify).....

Asian or Asian British

- Indian
Pakistani
Bangladeshi
Any other Asian background
(please specify).....

Chinese

-

Any Other Ethnic Group

- (please specify).....

Gender: Male Female

Date of Birth.....

Age last birthday.....

Do you have a disability or any special needs?

If so, please specify

Where did you see this post advertised? _____

Doorway
Station Hill House
Station Hill
Chippenham
Wiltshire
SN15 1EQ