Shelter Volunteer Position

Location: Multiple venues available
Hours: Multiple shifts available

About Robes:
We have been supporting those who are experiencing homelessness in Southwark and Lambeth since 2007, through our winter night shelters, weekly day centre Wednesday Club, our floating support tenancy sustainment program, and signposting services.
At Robes, we believe that it takes a village to support someone out of homelessness, and there is a role that everyone can play.
To find out more, please visit our website: www.robes.org.uk

Position Description:
Our Winter night shelters are the cornerstone of Robes, and would not be possible without a huge army of volunteers. We work with various venues across Lambeth and Southwark providing overnight shelter to those experiencing homelessness.

Our shelters run between the beginning of November and the end of March. We can either link you in to volunteer with one particular church, or have you on our list of "floaters" who help out when we are short of volunteers.

There are multiple roles available – something for everyone, no matter what your skill set is. Team leaders or Robes staff will provide you with training. As a volunteer, you also have access to our Shelter Training video and multiple other resources to assist.

Below are some of the roles available in our shelters:

Team Leaders: The main point of contact with Robes and responsible for overall running of their shelter venue.

- Receive daily updates and send weekly updates to Robes shelter coordinator, including incidents or safeguarding concerns
- Recruit and train volunteers, with overall responsibility for the rota
- Ensure that the venue has a risk assessment, health & safety measures are in place, and that the Robes Winter Night Shelter Policy is adhered to
- Ensure guests are appropriately warmly welcomed and managed

Administrative Support: Supports the team leader by coordinating the volunteer rota

- Creates and maintains a list of all volunteers for their venue
- Creates the volunteer rota
- Reminds volunteers of upcoming shifts

Shift Leader: Takes the lead on a particular night

- Responsible for the running of the shelter on the night
- Overseeing all the volunteers
- Ensures guests are warmly welcomed and managed

Evening Cooks & Sous Chefs: Responsible for creating the evening meal

- Main cook decides on what to cook - your team leader will be able to tell you of dietary requirements
- Main cook instructs sous chefs on food preparation
- They serve the food
- They are responsible for washing up

Evening Hosts: Help with setting up the venue and supporting guests

- Putting together beds and getting out guest bedding
- Setting up the dining table for the evening meal
- Putting on the urn and getting tea, coffee and snacks ready
- Putting out activities, games, and reading material

Once set up is complete, evening hosts then take on different roles

- Greeting guests and signing them in
- Showing guests around the venue
- Settling guests in
- Chatting or playing games with guests
- Serving hot drinks
- If the venue has laundry or shower facilities, managing the rota for this

Overnight Hosts: Supervise throughout the night

- Are primarily there in case of emergency
- Bedding and camp bed are supplied, they can sleep
- Occasionally guests may want to talk - do this quietly away from other guests

Morning Cooks & Sous Chefs: Are responsible for breakfast

- The morning cook designs the menu
- If there is a sous chef, they follow the direction of the cook to prepare food
- Set up the breakfast area, including hot drinks
- Do the washing up

Morning Hosts: Support guests in the mornings

- Wake guests and help them pack bedding away
- If there are showers manage the rota
- Make sure the venue is clean and restored to its usual condition
- If team leader not present, send them the daily forms and incident reports before 9am

What we're looking for:

People who are reliable, can follow instructions, and want to support our guests! A smile can make a massive difference to someone's day.

If you are interested to know more about this volunteering opportunity please email project.officer@robes.org.uk as soon as possible. Please provide a way for us to contact you by email and or phone.