

## Volunteer role description – Drop-in Session Volunteer

On Mondays and Thursdays, we run our drop-in sessions from 10:00am-2:00pm. During these sessions, we run our ESOL classes and socialising cafe. Volunteers support us by ensuring the smooth running of the drop-in sessions.

As a drop-in session volunteer, you may be assigned to one of the following:

### The Welcome Desk

The welcome desk is our clients' first point of contact with the centre. Volunteers assigned to the welcome desk will register and sign in clients in and direct them to the correct area. You will keep accurate records of those who are attending.

### Café

Our café provides clients with hot drinks, snacks and lunch. Those assigned to the café will prepare and serve hot drinks to clients, chat with clients and make sure that they are feeling welcomed. At lunchtime, you may be asked to serve food and help with clearing away and washing up dishes, etc. You will ensure that the space is kept clean and tidy.

## Person Specification

### Essential

- Enthusiasm and commitment to supporting refugees and asylum seekers
- Good communication skills
- Be able to commit to volunteering for at least 6 months (once a week on a Monday or Thursday)
- Ability to work well in a team

### Desirable

- Ability to speak one of the following languages: French, Lingala, Arabic, Spanish or other languages.
- Experience working or volunteering with refugees or asylum seekers

This role requires a commitment of 6 months of volunteering. Volunteers are entitled to claim £6 for travel expenses.

## How to apply

If you are interested in applying for this role, please complete the Volunteer Application Form on our website, stating the role that you are interested in.