



1<sup>st</sup> December 2019 – 29<sup>th</sup> February 2020

# Volunteer Roles



**Rainbow Centre**

Charity registration number 1096570

Company registration number 04318070

## VENUE VOLUNTEERS



### **EVENING VOLUNTEERS**

6.30pm-10pm, 7 days a week at various church venues

Volunteers set up shelter ensuring all areas are clean and tidy.

This job involves unloading the van, setting up beds, preparing the dining tables and other tasks as required by the staff members. **Please notify us when signing up for this shift should you have any physical issues preventing you from carrying out these tasks, so that we can ensure you are not in any danger of injuring yourself.**

Volunteers then receive brief information about the guests expected to arrive that evening.

7:30 – 8:00pm Guests arrive and are welcomed by the staff team. During this time volunteers remain inside the venue to welcome the guests. Hot and cold drinks are served and volunteers socialize with the guests. This may include offering to accompany guests should they wish to smoke in the designated areas.

8:00pm Meal served to guests, volunteers and staff.

8:30 – 10:00pm General socialising with our guests and group activities. We have board games available. Some guests prefer to go straight to bed, whilst others may be happy to chat to you about their day for example.



### **CATERING VOLUNTEERS**

7.00pm – 9pm, 7 days a week at various church venues

Catering volunteers arrive, ensure kitchen is clean and prepare evening meal.

8:00pm evening meal is served to guests, volunteers and staff – all welcome to join us for dinner!

Evening 2 course meal can either be delivered from home or cooked at the venue – please contact your Venue Coordinator for further instructions. At times, other local businesses offer to cater for us. You will be notified in advance if this is the case, by your Venue Coordinator.



## OVERNIGHT VOLUNTEERS

9:30pm-7am, 7 days a week at various church venues

9:30pm Overnight volunteers arrive; staff member runs handover meeting with them.

By 9:30pm one staff member will leave the venue.

Evening Volunteers usually leave by 10pm. Only overnight volunteers stay at the venue after 10pm.

10:00pm - Lights out in the hall – Quiet time in sleeping area.

11:00pm – Last staff member leaves the venue.

11:00pm-6:00am Overnight volunteers can rotate sleeping breaks, four volunteers must be present at the venue, and ensuring two volunteers are always awake. Please bring your own bedding/sleeping bags. Drinks may be requested by guests, as well as cigarette breaks outside. No food to be served during the night due to noise levels at some venues where the space is compact.



## MORNING VOLUNTEERS

7:00am-8:30am, 7 days a week at various church venues

7:00- 7:15am Brief received from overnight volunteers. Overnight volunteers leave.

Wake up guests. Call them first, lights on a few minutes later. Gently help guests wake up.

Serve drinks, prepare and serve breakfast – supplies available at the venue.

Guests are encouraged to pack up their own beds/bedding and also to strip bedding once a week, ready to be washed. Please help guests as necessary.

Log book to be filled in by shift leader and handed to driver with venue folder

Assist the driver (to arrive by 7.45am) to load the van. Please ensure no guests' belongings other than their bedding bags are loaded onto the van.

8:00am (strictly) Guests leave the venue and must leave the vicinity to minimise impact on surrounding community.

8.00-8.30am Morning volunteers clean and tidy up all areas. Thorough checks need to be made for possible presence of drugs paraphernalia/cigarettes in areas. Clean-up/ checks need to include the outside areas as well as inside. The venue must be left as you found it.

8.30am premises vacated and left secure.

## OTHER VOLUNTEERS



### DAY CENTRE VOLUNTEERS

9:45am-1:15pm Monday-Friday, closed on Bank Holidays

Volunteers arrive at Rainbow Centre to set up tables and chairs, prepare hot water in the kitchen and check supplies.

10am - 1pm this time is for general socialising with guests, including making tea/coffee, supporting project staff in facilitating daytime space and registrations.

Guests need to leave at 1pm.

1pm Volunteers clean and tidy up all areas. Thorough checks need to be made for possible presence of drugs paraphernalia/cigarettes in areas. The venue must be left as you found it.



### DRIVER VOLUNTEERS

7:30am – 8:30am, 7 days a week, driving between various venues

Driver volunteer arrives at venue, helps the morning volunteers pack and load the van

Van to be driven to a designated next location (usually one of our venues)

Driver drops the keys and WS books through the letterbox of the Rainbow Centre