

Role Description

Ref: N03



This role description has been designed to provide detailed information on a specific voluntary role at Crisis.

- Role:** Floating Host Volunteer
Dept/ Project: Skylight Newcastle
Location: Crisis Newcastle – 1 – 3 City House, Newcastle, NE1 2AF
Timings: Various shifts available from 09:00 – 21:00 covering 7 days a week

Department/ Project Information:

Crisis Skylight Newcastle opened in April 2007 as a replica of the successful Crisis Skylight in London. The centre will deliver exciting learning opportunities to the homeless community in the form of free practical and creative workshops and structured learning courses.

Volunteers will play an integral part to the running of the centre alongside members of staff. The role of the Floating Host is an example of that as volunteers will have responsibility of ensuring the centre is running smoothly.

Tasks & Responsibilities:

- Showing new members the centre and the sessions we have on offer
- Raise and/or assist with resolving any issues or reporting them to a member of staff
- Interact with members around the centre and ensure they receive relevant support, centre information and updates
- Assist with induction of new members

Skills & Experience

- Good people and customer service skills
- Enthusiastic and friendly
- Awareness of the issues faced by homeless people

Support

- Informative and structured induction to the role and organisation
- Designated supervisor and monthly group/ one to one supervisions
- Ongoing on the job training and access to related training courses
- Travel expenses reimbursed. Lunch expenses reimbursed if volunteering more than 4 hours per day

Recruitment Method:

Application Form > Interview > References

Next Step

If you are interested in applying for this position, the next step is to complete our application form which you can download at <http://www.crisis.org.uk/volunteering>

Alternatively you can request a form or contact us for more information by:

Tel: 0191 222 0622 **E-mail:** enquiries.newcastle@crisis.org.uk **Drop in:** 1-3 City Road, NE1 2AF