



Volunteer Role Description

Brief Department Description: The accommodation team provide support to residents in four hostels across our service areas with over 400 rooms, empowering residents with gaining self-confidence and the skills needed to live independently.

Role Title	Evening café host
Department	Housing
Location	High Wycombe (Crest Road Hostel)
Hours	2 to 4 hours per week (can be worked flexibly any evening)
Main Tasks / Responsibilities / Activities (client, service users, public, team or lone working ?)	<ul style="list-style-type: none"> • Serving refreshments and building relationships with Residents as part of a team, creating a welcoming space for people to belong and enjoy social interaction • Serving snacks and hot and cold drinks • Proactively engaging with Residents and staff to build safe relationships and trust • Offering a non-judgemental 'listening ear' to Residents • Initiating games or activities that can help you make connections and include people e.g. pool, table tennis, board & card games • Training up Residents to volunteer in the Café • Signposting Residents to other groups & support available • Maintaining records of interactions • Feeding back any concerns about Residents to Staff • Attend regular volunteer team meetings
Skills / Abilities / Experience / Qualities (computer literate, telephone, listening skills, driver ?)	<ul style="list-style-type: none"> • Be a good listener with the ability to show empathy • Be of a friendly, welcoming and cheerful disposition • Passionate about working with people from diverse backgrounds • Willing to work with challenging people and situations • Good communication skills in English • Self-motivated, reliable, punctual and organised • A willingness to learn new things and get stuck in • Ability to maintain confidentiality • Ability to work as part of a team • Respect the Christian ethos of the YMCA and uphold its values
Training / Support (induction, training, safeguarding, expenses, regular supervision, feedback, frequency of 1:2:1 support ?)	<ul style="list-style-type: none"> • A full induction to the service and specific site will be provided • A menu of optional training will be made available • Online training: Safeguarding (adults & young people), Health & Safety, GDPR, Equality & Diversity, Food Safety & Hygiene, Food allergy awareness • Ongoing support and regular 1:1 meetings with your line-manager • Team meetings and social events • Mileage and expenses may be payable

YMCA enables people to develop their full potential in mind, body and spirit. Inspired by, and faithful to, our Christian values, we create supportive, inclusive and energising communities, where young people can truly belong, contribute and thrive.



Additional Information (DBS, policies, language, medical check, provide own equipment ?)	<ul style="list-style-type: none">• You will undergo a DBS check as the role involves adults at risk• Two references may be undertaken prior to start

If you are interested in this role, please contact Sanna Ahsan (Volunteer Lead): volunteering@oneymca.org

Full details of all our volunteering opportunities can be found on our website: <https://oneymca.org/>