



Volunteer Role Description

The Chaplaincy Team provides support to Residents and Ex-Residents of One YMCA Hostels, to enable them to reach their potential in Body, Mind and Spirit, by providing emotional, practical and spiritual support.

Role Title	Café Host
Department	Housing
Location	One YMCA Hostels in High Wycombe, Watford, Welwyn Garden City, or Bishop's Stortford
Hours	Minimum 2 hours per week (days and hours to be discussed)
Main Tasks / Responsibilities / Activities	<p>Serving refreshments and building relationships with Residents as part of a team, creating a welcoming space for people to belong and enjoy social interaction.</p> <ul style="list-style-type: none"> • 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	<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	<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 and Young People), Fire Awareness, Manual Handling, Food Hygiene • Ongoing support and regular 1:1 meetings with your line-manager • Team meetings and social events • Mileage and expenses may be payable
Additional Information	<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

Our application form and additional volunteering opportunities can be found on our website:

www.oneymca.org/volunteer. To discuss the role in more detail and ask any questions you have please e-mail: volunteering@oneymca.org .

Come and join our team and help make a difference today!

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.

SUPPORT & ADVICE

ACCOMMODATION

FAMILY WORK

HEALTH & WELLBEING

TRAINING & EDUCATION