

37 Portland Road, Hove, East Sussex BN3 5DQ

T: 01273 933885

E: info@offthefence.org.uk

W: offthefence.org.uk



Mayor's Charity 2019-20-21-22



Volunteering at Antifreeze Project

Project Antifreeze provides food, hot drinks, sleeping bags and hygiene items to the homeless through our evening outreach teams and our day centre on Portland Road. We also offer the support our service users need to find accommodation and keep it. We aim to help our clients thrive, not just survive. At project Antifreeze, we treat every service user as a valuable individual and never a statistic.

Role Description - Day Centre Assistant

This is a central role for assisting with the Antifreeze Day Centre support on offer. It is an important role for the people who are homeless, rough sleeping and/or vulnerably housed who access our day center; for them to experience a welcoming, safe and friendly space where they can relax, access practical provisions, and support to access other essential services.

What you will be doing

- Greeting and welcoming visitors who are homeless, rough sleeping and/or vulnerably housed
- Providing hot drinks, snacks, hygiene items, clothing, sleeping bags & other practical provisions as appropriate
- Engaging in general 'light touch' personal interest and topical conversations (respecting confidentiality of personal information in front of others in the center)
- Playing games with visitors i.e. board and card games as/when appropriate
- Helping to maintain a clean and safe environment in the center
- Adhering to relevant volunteer training and organisational policies

Skills, experience and qualities needed

- Motivation to help improve the life experience of people who are homeless, rough sleeping and/or vulnerably housed
- Confidence and enjoyment in engaging with people of different backgrounds and walks of life
- Good verbal communication skills i.e. patience, active listening, able to build rapport and trust
- Comfortable handling dirty laundry and cleaning visitor toilet and shower area (unless physical or health reason why this is not possible)
- Able to complete relevant volunteer training at a suitable time (Mon-Fri day or eve)

When and where

- Minimum 2hrs per week / Monday-Friday / morning 10am-12pm or afternoon 1-3pm/2-4pm (depending on which day)
- Antifreeze Day Centre, 37 Portland Road, Hove, BN3 5DQ

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Support offered

- Our Volunteer Coordinator will be your first contact and provide training and support when you are on your shift and for supervision check-ins at other times
- Where the volunteer coordinator is not available, another member of staff will provide necessary support as appropriate

Benefits of the role

- We trust you will have a rewarding experience of improving the life experience of people who are homeless, rough sleeping and/or vulnerably housed and who often have multiple and complex needs
- Possibility of sharing the love of Christ with those in need through prayer as appropriate
- Development of relevant skills and training i.e. health and safety, safeguarding, equality and diversity, managing tasks and communication skills etc
- Volunteer work references for use for future volunteer and/or paid work

Other information

- All volunteers working with people who are homeless, rough sleeping and/or vulnerably housed must complete a full disclosure DBS check
- In accordance with our COVID safety policy, and in particular relevance to working with clinically vulnerable people, we also ask that all volunteers have been fully vaccinated against COVID.
- We require volunteers to provide 2 character references from people who have known you and had regular contact with you for at least 6 months – this could be a friend, family member, work colleague or supervisor. If you are part of a Christian community, we ask that you provide details of your church leader as one referee.

What to do if you're interested

1. Contact our volunteer coordinator Anna Muten via anna.muten@offthefence.org.uk or by calling 01273 774140.
2. Anna will then contact you and provide necessary application details.
3. Once we have received your completed application, you will be invited to have an informal chat to better understand your suitability for the role you have applied for and to check any other queries or support needs you may have.
4. Once references are completed, you will be invited for an initial trial shift and then be added to the relevant volunteer rota according to your availability.
5. DBS checks will be processed accordingly.

We look forward to hearing from you!