

**VOLUNTEER ROLE DESCRIPTION**

**ROLE TITLE:** Support Volunteer(Annsgate)

**LOCATION:** Crisis Accommodation Service for women – Belfast

**HOURS:** The service is open 9.30pm – 8.30am every day. There is flexibility around volunteer hours, with 4 hours being a minimum commitment.

**MAIN PURPOSE OF ROLE**

* Supporting vulnerable women in a crisis accommodation setting; ensuring Annsgate is a female-friendly, welcoming, safe and homely environment.

**MAIN DUTIES**

* Supporting staff with general upkeep of the facility
* Chatting & engaging with service users
* Checking on the physical/emotional wellness of service users
* Administration tasks – phone calls, writing up notes

**ABILITIES AND EXPERIENCE**

* Excellent communication skills
* Confident working with vulnerable women
* Able to use own initiative
* Outgoing and friendly personality
* Ability to face challenging situations
* Able to work as part of a team

**COMMITTMENT / RELIABILITY**

We ask that volunteers make a firm commitment to their volunteering and are reliable. However, there is a degree of flexibility around an individual’s personal circumstances.

**SUPPORT**

We offer an induction, ongoing training and reimbursement of reasonable out-of-pocket expenses. The Volunteer Development Officer will support you in your role and ensure you are respected and have a rewarding volunteer experience.

**ADDITIONAL INFO AND APPLICATION PROCESS**

Due to the nature of our work and the vulnerability of our service users, volunteers have to be aged 18 years+. All prospective volunteers will need to complete an application form, have an informal meeting with the Volunteer Development Officer and complete an enhanced Access NI disclosure check.

**For further information, please contact:**

Ian Cardwell, Volunteer Development Officer – 02890 240 424 or [ian@homelesbelfast.org](mailto:ian@homelesbelfast.org)