

Thurrock Council volunteer role description

Night Shelter Volunteer

Supported by	The Rough Sleepers Coordinator, Homelessness Service
Role summary	<p>This role is a unique opportunity to support Thurrock's vulnerable rough sleepers during a very challenging time. As a night shelter volunteer, you will play a crucial role in providing a safe, welcoming, and supportive environment for individuals seeking shelter.</p> <p>Your responsibilities will include assisting with the daily operations of the shelter, ensuring the well-being of guests, and maintaining a secure and respectful atmosphere throughout the night.</p> <p>If you are passionate about helping others and making a difference, we invite you to join our team of dedicated volunteers at Thurrock Council. Your time and effort can provide a beacon of hope and a safe space to stay for those in need.</p>
Location	Grays, Salvation Army or any other location within Thurrock.
How to apply	Complete the application form at www.thurrock.gov.uk/volunteering

Tasks and responsibilities

You will be expected to:

- welcome guests as they arrive and assist with check-in procedures, providing a brief orientation to new guests, explaining shelter rules and available services – training will be given
- monitor the shelter environment to ensure the safety and security of all guests, making sure common areas are clean and organised throughout the night
- support and assistance to guests, helping with any immediate needs or concerns, reporting to the Shelter Manager and Rough Sleepers Coordinator as needed
- assist with setting up sleeping area, helping distribute bedding and supplies
- help with serving meals or snacks and refreshments
- assist with keeping a record of attendance and any incidence that occur whilst volunteering

Skills and experience

You must:

- be at least 18 years-old
- able to stand, walk and undertake light lifting
- be compassionate and empathetic in nature, with a desire to help those in need
- be able to remain calm in stressful situations
- have good communication and interpersonal skills

Prior experience in a shelter would help but is not essential as training will be provided.

You will volunteer as part of a team but some tasks will be carried out independently.

Time commitment

As needed – when the weather falls below 0°C for 3 consecutive nights, the government's 'No one left out' initiative means all rough sleepers should have access to a warm space and bed for the night, with no questions asked.

This position involves working overnight, typically from 7pm to 7am.

Support you will get

We will:

- reimburse expenses, as agreed
- provide induction training
- provide relevant training and development
- provide on-going support

This is a great opportunity to gain experience in community support, develop new skills and build connections within the community. This role has the opportunity to make a meaningful impact in the lives of those experiencing homelessness.

This role requires a Disclosure and Barring Service (DBS) check.