



Role Description: Volunteer Guest Support Worker

About Sanctuary Hosting: Sanctuary Hosting matches destitute asylum seekers, refugees and vulnerable migrants to people with spare rooms who are prepared to have someone to stay with them rent free, for a pre-defined period of time, whilst the individual is receiving support to explore routes out of destitution.

About this role: Volunteer guest support workers provide practical support to guests within the hosting scheme, serving as a main contact. The guest support worker attends meetings relating to their hosting placement with the guest. During the placement, the guest support worker makes weekly check-in contact e.g. phone calls or text message and meets with the guest in person at least once per month. The support worker's role is to support the guest to access services as needed and report to the Service Manager any issues that might arise within the hosting placement.

What we are looking for: You need to have good interpersonal, diplomacy, communication and teamwork skills, although full training will be given for any technical requirements. Also someone who is:

- > empathetic about the situation and needs of refugees, asylum seekers and vulnerable migrants
- > an excellent communicator with proven listening skills, including good level of spoken and written English
- > personally resilient and able to work appropriately with vulnerable people in difficult or challenging situation both face-to-face and over the telephone
- > able to use emotional support skills in a calm and responsible manner
- > aware of conflict and migration issues and sensitive to cultural issues, including those relating to gender
- > able to involve the Sanctuary Hosting service user in decision-making, acting in their best interests at all times
- > willing to adhere to Sanctuary Hosting's policies and procedures
- > able to uphold confidentiality
- > willing to undertake a criminal record check to the appropriate level



Role:	Volunteer Guest Support Worker
Hours/Frequency:	Sanctuary Hosting expects approximately 1-2 hours a week commitment from Volunteer Guest Support Workers, although due to the nature of the role these hours will be spread out and may include providing support during the evenings and at weekends. Hours can be negotiated on a case by case basis.
Reporting to:	Sanctuary Hosting Service Manager & Service Coordinator
Typical Tasks: Note this varies depending on experience.	<ul style="list-style-type: none"> • Providing one to one orientation support to guests who are new to Milton Keynes / Oxford / Reading i.e. finding local bus routes, shops and amenities • Support guests to access other support services by providing referral and signposting support • Reminding guests of appointments as necessary • Contacting referral agencies to ensure continued support and progression for guests • Writing up case notes from meetings and phone calls to be kept electronically • Working effectively with interpreters, volunteers and staff at Sanctuary Hosting • Identifying and responding appropriately to safeguarding and protection issues with vulnerable clients
What we offer:	<ul style="list-style-type: none"> • Access to relevant in-house training • A full induction, support and supervision throughout your volunteering period • Reimbursement of reasonable travel expenses when on duty
Application Due Date:	Variable - Sanctuary Hosting will recruit in response to need throughout the year, advertising volunteer opportunities accordingly
Expected Start Date:	Variable - throughout the year
Additional Information:	<ul style="list-style-type: none"> • To volunteer for this role you must be aged 18+ • This role requires a criminal record check to the appropriate level