



Role Description: Volunteer Host 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: Host support workers provide quality assessment and monitoring of potential hosts in a timely and professional manner that ensures we are providing the safest and most appropriate temporary homes and support available to our guests. Host support workers are the main contact point for hosts and are essential for maintaining good links and communication between host and Sanctuary Hosting.

Host support workers aim to accomplish four main objectives:

- a. **Inform** potential hosts about the hosting scheme and our policies and principles
- b. **Give guidance** around good practice/things to think about
- c. **Assess** their appropriateness as hosts and risk assess the physical environment being offered
- d. **Provide ongoing support** to the hosts during the placement to foster a successful 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
- > able to keep the Sanctuary Hosting service user at the heart of what you do
- > 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 Host Support Workers
Hours/Frequency:	<p>Sanctuary Hosting expects volunteers to be available to carry out a minimum of one host assessment per month on average, and provide support to two active hosts. Hours can be negotiated on a case by case basis.</p> <p>Please note, host assessments can take anywhere from 1-2 hours (not including travel time) plus up to 20 minutes administration post assessment. Volunteers are needed to undertake assessments during the daytime, evenings and weekends as per Host availability.</p>
Reporting to:	Sanctuary Hosting Service Manager & Service Coordinator
<p>Typical Tasks: Note this varies depending on experience.</p> <p>Typical Tasks continued:</p>	<ul style="list-style-type: none"> • Contact prospective host(s) by email or phone to arrange a date and time to visit them at their home (based on applicants whose initial applications have been approved by the service coordinator) • Coordinate with colleagues/volunteers at Sanctuary Hosting to find a partner Sanctuary Hosting staff or volunteer available to attend the assessment • Ensure a copy of the original host application form and any other needed documents are brought to the meeting • Complete the host assessment meeting per the instructions in the guidelines. • Follow all Sanctuary Hosting policies and procedures, particularly the Confidentiality policy • After the appraisal, briefly discuss with assessment partner the outcome and then complete the assessment feedback form (handwritten only-1 per assessor) • In person or via email, submit this form in a timely manner along with any notes taken and any documents with personal or sensitive information to the Service Coordinator • Follow-up with the host by email or phone pending initial decision • If they have been accepted, contact their listed references (usually by email) using the reference request form • Once both references have been received and are deemed satisfactory, ensure the Service Coordinator has all adult DBS details so he can submit request for checks • For hosts with a guest, the host support worker is required to attend the 2 week review meeting in person and make



	regular phone calls, emails and/or visits (at hosts preference) to the host to check-in on the placement
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