

Welcome Volunteer Role Description Craig's Farm Community Hub

Please let us know if you require this document in another format or would like to arrange an informal conversation prior to applying.

Minimum commitment

 3 hours weekly/fortnightly



Introduction

Are you a friendly chatty person who likes to keep busy? Our Welcome Volunteers work with the team at Craig's Farm Hub to provide a warm, friendly welcome for everybody who comes through our doors.

As part of the Welcome Team at Craig's Farm Hub you'll be the 'first face' for all our visitors and help set the tone for their experience. You'll have the opportunity to help in reception, in the cafe and behind the scenes and access

training and support from our team.

What will I be doing?

This is a varied role, but you can expect to do some of the following:

- Help out both on reception and behind the scenes, alongside our part-time Admin Staff to provide a friendly welcome in person and on the phone
- Be enthusiastic and helpful motivating others to get involved in a variety of ways
- Support our brilliant cafe team by helping in busy times
- Support our Janitor by helping to keep the centre clean and welcoming, for example by setting up and tidying rooms

Different opportunities to help will be available depending on the time of day you volunteer.

Further details

Your regular hours are to be agreed with your Named Contact. You'll mostly be on your feet so comfortable shoes are a must. We expect all of our team, both staff and volunteers to dress appropriately for their roles. For this role we expect a casual, but tidy appearance. Where cafe work is expected, special training and clothing may be provided. We provide reasonable

expenses to volunteers and will explain how this works at induction.

Would it suit you?

This role would suit someone who is confident talking to people and happy to be part of a small and friendly team. You will need to be reliable and flexible, with a can-do attitude.

What will you be helping us to achieve?

Craig's Farm Community Development Project (CFCDP) is a not-for-profit organisation. We are here to promote the social, physical, mental and economic wellbeing of the Craigshill Community. We do this by providing a safe and inclusive place, where people can come together to socialise, lead and take part in community projects. Volunteers are at the heart of this.

Access

If you are unsure whether you would be able to carry out any of the above tasks, for whatever reason, please discuss this with us. We will always try to make reasonable adjustments.

The new Craig's Farm Community Hub is wheelchair accessible with disabled access toilets. There will be portable Hearing Advancement Technology fitted in the building and our Community Projects Coordinator is happy to arrange an informal conversation in British Sign Language.

How do I get started?

Volunteering is both about you helping us and us helping you. Our recruitment process is about getting to know each other, and working out the best way forward together.

- We have a simple application form which we will ask you to fill in so we can learn a bit about you, why you want to volunteer and your skills. If you need support with this, we can arrange this.
- When we have read your application form, if we think you are a good fit for the role, we will invite you to Craig's Farm Community Hub for a taster session. This is a chance for us to understand each others' expectations, for you to take a tour of the building and to be introduced to some of the team you might support.
- If both CFCDP and you agree we would like you to start volunteering, we will be in touch to arrange an Induction Training session.

Please contact us if you would like to arrange an informal discussion with a member of our team prior to applying. Drop in, call us on 07808 649777 or email info@craigsfarm.org.uk.