### 

**Title:** Volunteer Support staff - Anne Hope House

**Basis:** Volunteer

**Safeguarding:** A PVG check will be required. There is a minimum age limit of 21 for volunteers at this group.

**Responsible to:** Anne Hope House Manager (Sheila Gregson)

**Responsible for:** To help with the running of Anne Hope House and assist staff to deliver residential support during the evening and overnight.

**Summary of the role:**

Anne Hope House is an eight-bed residential unit for females coming out of a situation of homelessness. It is a therapeutic community environment in which women can experience safety, support and love. Anne Hope House will provide women with the opportunity to experience freedom and healing from past issues and make use of opportunities to build a positive future for themselves. There is a range of support offered to these women including groupwork, one to one keyworks, links with external agencies, a programme to build on practical skills and opportunities for recreation. A volunteer is required to support the staff in the delivery of these services in the evening and overnight.

**General responsibilities:**

* To support the staff team in giving quality support to residents within Anne Hope House. This includes.
  + Participating in recreational activities with residents and staff.
  + Practical tasks such as cleaning and/ or cooking duties as required.
* The volunteer will never be ultimately responsible and is there to support the team. They should, however, respond with care, sensitivity and understanding to the issues, concerns and complex situations that residents experience and share. This could at times involve supporting night shift by doing tasks such as calling emergency services, assisting to evacuate the building or sitting with residents who may be in distress.
* Volunteers should pass on any concerns about residents to the team and respond sensitively to any disclosures. Training is provided around this.

**Important pre-requisites for the role:**

* This post is restricted to female applicants in order to reduce barriers of access for all female residents.
* Experience of working with vulnerable individuals desirable but not necessary.
* The volunteer must participate in all necessary training and guidance and be willing and able to do so. This includes training on professional boundaries, dealing with challenging behaviour and supporting residents with multiple and complex needs.
* A volunteer should be flexible in response to a changing environment
* Please note that volunteers in this role are required to have an active Christian faith in order to contextualise Bethany’s vison of working with vulnerable people as an expression of Christian love in action.

**Location**

The unit is on the North side of Edinburgh. To maintain a safe environment the exact location is confidential until any role is confirmed.

**Pattern of hours**

* 9pm to 9.15am. Starting no later than 9pm, spending time with the residents until later in the evening and sleeping accommodation provided overnight.
* The volunteer would be on shift with an employed member of staff who will be awake overnight.
* The frequency of these shifts can be discussed as per each individual volunteer’s commitments, but we ask for a minimum commitment of two shifts in every four week period to allow for building relationship with residents.