



Day Centre Volunteer

About DENS

Most people know DENS as the homeless charity for people in Dacorum. In fact, DENS does so much more than just provide a roof and a bed. Our aim is to be the first port of call for people in Dacorum who are facing homelessness, poverty and social exclusion; to support and empower them to take the next positive step in their lives.

About the service

The Day Centre is often the first port of call for our services. Anyone is welcome to drop in for a shower, a hot meal, clean clothes and some company. It's a place where trust is built and 1-2-1 expert advice is offered on issues associated with homelessness. Staff are able to help with benefit issues, letter writing and a number of other difficulties. Where appropriate, staff can signpost clients to other agencies. The Day Centre is also the main referral point for The Elms hostel.

About the opportunity

We are looking for volunteers who are able to make a regular commitment of a few hours a week. Training for volunteers is provided in-house through shadowing, or working alongside a member of staff or an established volunteer. The Day Centre Senior Project Worker will be your main point of contact.

What you will be doing

- Being observant at all times. Alerting staff of any concerns regarding behavioural issues or anything that is said.
- Engaging with clients. Having a friendly face and a listening ear, chatting with them.
- Providing hot drinks.
- Serving hot meals.
- Cleaning all plates, filling the dishwasher.



- Ensuring kitchen area is kept clean and tidy.
- Cleaning up at the end of the lunchtime sessions, including wiping down all tables, sweeping and mopping the floor.
- Cleaning the patio area, if required.

Person Specification

	Essential	Desirable
Be over the age of 25	X	
Be supportive of the work of DENS paid staff	X	
Be willing to undertake a standard DBS check	X	
Be willing to follow DENS policies and procedures	X	
Be aware of, and comply with, DENS' no alcohol or drugs policy	X	
Be aware of the need for confidentiality, relating to both participants and the charity	X	
Be reliable and committed	X	
Be an ambassador for DENS in the community	X	
Be able to maintain professional boundaries whilst working with participants	X	
Be able to work both individually and as part of a team	X	
Have good communication and interpersonal skills	X	