



Day Centre Volunteer

About DENS

Most people know DENS as the homelessness charity for people in Dacorum, but we're so much more than that. Our mission is to be the first port of call for anyone facing homelessness, poverty or social exclusion, and to empower them to take the next positive step in life.

About the Day Centre

The Day Centre is often the first port of call for our services. Originally established as a drop-in service for those experiencing homelessness, it has evolved to help even more people, including individuals facing poverty and social exclusion – who may have previously experienced homelessness or be at risk of becoming homeless in the future.

Open on weekdays (excluding Bank Holidays), the service is a welcoming space where people can find expert support, access essentials, build confidence and develop new skills.

At the Day Centre, visitors can:

- Receive expert advice from DENS and visiting agencies around accommodation, health and wellbeing, employment and money.
- Use showers, laundry, internet, phones and charging points.
- Access clothing and toiletries.
- Have breakfast and lunch.
- Socialise and relax.
- Take part in activities including quizzes, games and discussion groups.

About the Opportunity

We're looking for friendly, reliable volunteers who can commit a few hours each week (Tues/Weds/Thurs 1pm-4pm, Fri 9am-1pm and 1pm-4pm) to help our busy Day Centre team. You'll work alongside our experienced staff to help create a safe, welcoming environment where people feel valued and supported.

This role can be active and physical. You will be on your feet, helping out in the kitchen and client area, so a reasonable level of fitness is helpful. Training is provided through shadowing our staff and e-learning in relevant subjects. The Day Centre Manager will be your main point of contact.

Every cup of tea you serve and every conversation you have can make a real difference to someone's day. You will meet interesting people and hear their stories, and will leave every shift knowing you've made someone's day a little easier. Our clients can present with challenging behaviours and occasionally difficult situations can arise, so patience, empathy and a calm



approach are essential. You'll always have support from our team, and we'll make sure you feel confident and prepared.

What You Will Be Doing

- Providing our clients with a friendly face and a listening ear, asking about their day.
- Deferring to staff when clients need advice or support beyond your remit.
- Serving meals and hot drinks to clients.
- Keeping the kitchen and client area clean and tidy – washing up, wiping surfaces, sweeping and mopping the floor.
- Ad-hoc admin tasks as and when required.
- Sorting and putting away deliveries from our Foodbank.
- Sorting donations of clothing, toiletries and other items.
- Remaining vigilant, alerting staff to any concerning behaviour or conversations from clients.

What You Will Gain

- A sense of purpose and pride in helping your community.
- New friendships and a supportive environment.
- Practical skills in teamwork, food handling and supporting vulnerable adults.

Person Specification

	Essential	Desirable
Be over the age of 21 (for insurance purposes)	X	
Be willing to undertake a Basic DBS check	X	
Willing to follow DENS policies and procedures e.g. data protection, safeguarding, health & safety (H&S)	X	
Understanding of H&S and food safety guidelines (training provided)		X
Reliable and committed	X	
Be an ambassador for DENS in the community	X	
Able to maintain professional boundaries	X	
Able to work as part of a team and use your initiative	X	
Good communication and interpersonal skills	X	
Previous charity or voluntary involvement		X
Previous experience working with vulnerable adults		X
Basic IT skills		X

Please contact volunteering@dens.org.uk for further information on how to apply.

