



The Elms Hostel Reception 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 Department

The Elms, our 44-bed hostel provides emergency and short-term accommodation for single homeless adults who have a local connection to Dacorum. Residents are allocated a key worker who supports them with their specific issues, as well as giving them basic life and employment skills and supporting them to identify more long-term accommodation. Many residents improve their confidence, self-esteem and communication skills whilst at The Elms. The Elms is a pet-friendly Hostel – in fact, it is one of only 10% of hostels in the UK who allow pets.

About the opportunity

This is a really important role within DENS as you'll be based on the reception desk of The Elms (our hostel). You'll be the first person to greet our residents, visitors and staff, so a warm welcome is essential as you'll be representing DENS to the community.

You will have responsibility to make sure everyone signs in and out of the building on the tablet for fire safety procedures. This must be checked at the start and end of your shift.

This includes:

Staff – All staff must be signed in and out.

Visitors – You must establish who they are and the nature of their visit. If anyone is wishing to donate items, you must check with staff first. If a visitor needs to enter the building, they must be signed in and out.

Residents – All residents need to be signed in and out. They are required to be out of the building between 10.30am and 2.30pm. If they try to re-enter during this time, you must check with staff without exception. There may be occasions where a resident needs to be breathalysed before entering. You should notify staff and not let the resident in the building under any circumstances until this has been completed.

This role requires empathy and patience when interacting with our residents. You must maintain a professional, working relationship with everyone you meet to ensure clear boundaries, consistency and a safe and welcoming environment for all.



Other tasks include sorting and handing out the post as well as handing out key cards to residents as they come into the building, including any key worker appointment cards as required.

There are various shifts available and you can book your shifts online at your convenience, varying the day and time according to your preference. We currently need people for the evenings and weekends, but you can book daytime weekday shifts if they are available.

Monday to Friday: There are three shifts: 9am-1pm, 1pm-5pm and 5pm-8pm.

Saturdays and Sundays: There are four shifts: 12pm-2pm, 2pm-4pm, 4pm-6pm, 6pm-8pm.

Training for volunteers is provided in house on the job, where you will work alongside an established volunteer or member of staff for at least two shifts. Volunteers are provided with detailed written guidance and there are always staff on hand if there are any queries or problems.

What you will be doing

- Acting as the first point of contact for visitors, residents and staff entering the building
- Recording who enters and leaves the building for fire safety purposes, including all staff, residents and visitors
- Being a point of contact for residents who have queries or wish to speak with staff
- Maintaining a professional and respectful working relationship with everyone you interact with
- Collecting room keys when residents leave and then re-issuing them, along with any key worker appointment cards on their return to the building
- Sorting incoming post and distributing it to residents as required

Person Specification

	Essential	Desirable
Be over the age of 25	X	
Be a welcoming, friendly face to all residents, staff and visitors	X	
Be discreet, empathetic and considerate	X	
Be aware of the need for confidentiality, relating to both residents and the charity	X	
Be supportive of the work of DENS paid staff	X	
Be willing to undertake a DBS check	X	
Be willing to follow standard DENS policies and procedures	X	
Be aware of, and comply with, DENS' no alcohol or drugs policy	X	



Be reliable and committed	X	
Be an ambassador for DENS in the community	X	
Be able to maintain professional boundaries with residents	X	
Be able to work individually, but ask for help when needed	X	
Have good communication and interpersonal skills	X	
Have customer service experience		X