### Logo, company name Description automatically generated

**Title:** Gilfillan ‘Wired In’ Drop-in Volunteer

**Basis:** Volunteer

**Safeguarding:** No PVG required. Volunteers must be over 18.

**Responsible to:** Homelessness Prevention Community Development Worker

**Responsible for:** Supporting the running of ‘Wired In’, a community drop-in, run

in partnership with Gilfillan Memorial Church.

**Context of the role:**

Bethany aims to tailor projects to the particular requirements and resources of each area, engaging with communities to revitalise areas where the potential for homelessness is a real concern. Staff and volunteers work to discover, connect and mobilise individuals to see lasting change in their own lives and that of the community, both personally and professionally. The Wired In drop-in is part of that work.

**Summary of the role:**

The Wired In drop-in is run in partnership with Gilfillan Memorial Church and Bethany Christian Trust. It is run by volunteers from the church and community for the benefit of individuals from across the city.

The drop-in offers free healthy food and a friendly social space that anyone can access, along with additional support from recovery and addiction workers and a well-being nurse. Referrals and signposting to other services are made as appropriate. Laptops are also available to provide digital support.

We require volunteers who are able to help with the set up and running of Wired In, including supporting those who use the service by taking time to chat and offering a warm welcome.

**General Volunteer Responsibilities:**

* Help set up the hall for use during the drop-in, and prepare food and drinks. During the drop-in the volunteer would assist in serving food and drink, as well as chatting with anyone attending. After the group has finished, the volunteer is also expected to assist in cleaning and housekeeping. For this reason a volunteer should arrive on time and give as much notice as possible if they are unable to volunteer.
* Help make individuals attending the cafe feel welcomed and comfortable. This can be through serving food and drinks, facilitating activities or having a chat. The volunteer should balance this with being aware of boundaries.
* Signpost individuals who are seeking support to staff or to other relevant services.
* Alert a staff member in the cafe if there are concerns about an individual or situation within the group.

**Kitchen Volunteers Responsibilities:**

* Prepare cakes, soups and other foods
* Ensure that the kitchen remains clean and tidy
* Take orders from customers, preparing and serving food and drinks

**Computer / Job Search Volunteers Responsibilities:**

* Offer IT support and help participants in learning computer skills
* Support participants with online tasks such as following their job centre agreements, CV writing, filling out online forms etc.

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

* For the kitchen role, experience in a commercial kitchen is an asset. Volunteers for the kitchen should have a relevant Food Safety certificate or be prepared to go through this training.
* For the Computer / Job Search volunteer role, experience in using computers is essential, including knowledge of using web browsers, email and Word
* Volunteers must be confident, friendly and encouraging.
* The role may vary week to week. Volunteers should be adaptable and able to take initiative.
* Though the role does not require the volunteer to be a Christian, they must be aware and respectful of the Christian ethos upon which Bethany Christian Trust is founded.

**Location**:

* Gilfillan Memorial Church, 24 Whitehall Crescent, Dundee, DD1 4AY

**Pattern of hours:**

* Volunteers are needed on a Friday 10:00am – 1:30pm