**Bristol Hospitality Network volunteer role description

New Member Welcome (NMW) volunteer

Context:**BHN runs a drop-in centre on Mondays, which is open to all people seeking asylum.

We offer a free hot lunch cooked by our service users**,** who we call members. We also offer ESOL classes, games, sewing, a barber, advice and information, help with access to education and volunteering, and a social space.

We are meeting more and more new members every week, and we need to
- provide a better personal welcome
- give information on what we can offer
- find out what people’s individual needs are, so we can refer or signpost them to the
 right service
- capture information on who our service users are

 **Purpose:**People attending the Monday drop-in are registered on our database by reception volunteers. If they are new, we must first of all explain what we do, and ask their permission to keep their details on our database. People can only give consent if they understand what they’re agreeing to.

The ‘New Member Welcome’ (NMW) volunteers will
● explain to people what BHN can offer
● find out what they need, and signpost or refer them for assistance
● gather the information we need to enter them onto our database, and ask for their
 agreement to do this.

New members will be referred to the NMW volunteers by the reception volunteers.
You will- sit down with the person one-to one
- use interpreters if needed, either through one of our member volunteer interpreters,
 or through a professional interpreter over the phone. We have a contract with
 Language Line for interpreting.
- complete a ‘New Member’ form
- EITHER
 - enter the information collected onto our database (Lamplight).
 - or, if you have the right communication and listening skills, but do not feel confident
 with IT, we can find someone else to do this part of the role.
 **Skills needed:**

Empathy with and interest in people claiming asylum
Really good listening and communication skills
Patience and ability to stay calm under pressure
A non-judgemental approach
Ability to work with people who may be disorientated, anxious, or in mental distress
Ability to explain information in straightforward language
Enough written English to fill in the form accurately and legibly
Ability to understand and keep to our confidentiality, data protection and safeguarding policies

**Skills which would be useful, but which are not essential:**fluency in a language commonly used by our service users
ability to learn to use our client database

**Days / hours / location**:

**Mondays from 10am til 3pm, at BHN’s drop in, Beaufort St, Easton BS5.**

**Training, support and supervision**Volunteers in this role will be under the supervision of the Advice Team Manager.
We run regular inductions, and can provide training on the asylum system, the pressures and barriers people face, entitlements, and using interpreters.
All BHN volunteers receive training on safeguarding and on boundaries.
NMW volunteers will be offered training on using our database.
We may be able to offer or provide access to other training, according to need.