**Bristol Hospitality Network volunteer role description

Reception 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.

Everyone who attends the Monday drop-in is registered on our database (Lamplight). This is crucial for our monitoring. We use this to know who our service users are, so we can plan and deliver the services they need, and for showing our funders what we do, and for knowing how many people we need to cook lunch for!

**Purpose**welcome people as they arrive at the reception desk
ask them their name (some people will have a member card with their name and Lamplight number on it).
find out if they’ve been to BHN before. If they haven’t, refer them to a ‘New Member Welcome ‘volunteer, who will take all their details, add them to Lamplight, explain what BHN can offer, and find out what they need.
If they have been before, enter their attendance into Lamplight
keep the list of people who ask to see the advice team
 **Skills needed**

empathy with people claiming asylum
ability to enter information on a laptop, accurately and in English
ability to learn to use our client database (it’s easy!)
good listening and communication skills
patience and ability to stay calm under pressure

**Skills which would be useful, but which are not essential:**fluency in a language commonly used by our service users

**Days / hours / location**:

**Mondays from 10am til 2pm, at BHN’s drop in, Beaufort St, Easton BS5.**

**Training, support and supervision**Volunteers in this role will be under the supervision of BHN’s Administrator.
All volunteers in this role will be given training on how to use Lamplight.
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 confidentiality, 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.