



Volunteer Welcomer – Friday

Position Title: Volunteer Welcomer (Friday)

Reports to: Ellen Pearce

Location: GARAS Office

Time Commitment: Fridays, 9:15am – 3:00pm

Role Overview

As a Volunteer Welcomer at GARAS (Gloucestershire Action for Refugees and Asylum Seekers), you will play a vital role in creating a warm, safe, and organised environment for all clients. You will be the first point of contact for those attending the service, welcoming clients, helping them navigate our services, and supporting the flow of the day. Welcomers manage the waiting room, maintain the appointment list, and liaise closely with staff and advisors.

You are one of the most important and visible faces of GARAS—helping clients feel comfortable, respected, and supported.

Key Responsibilities

Client Welcoming

- Greet all clients as they arrive, ensure they feel welcomed, and ask what they need today.
- Check whether they have an appointment and confirm details using the reception laptop.
- If a client does **not** have an appointment:
 - Remind them that Monday is booking day unless it is an emergency.
 - Emergencies include **immediate homelessness**—always seek a staff member straight away.

- Support simple client requests when possible (e.g., photocopying).
- Manage the waiting list, keeping the flow of clients organised and communicating with advisors as needed.

Booking Support for Specialist Volunteers

- **Medical Volunteer (Wednesday & Friday, 12:30pm–3pm):**
Book appointments using the reception laptop (training provided).
 - **Driving Licence & Travel Document Volunteer (Friday):**
Book appointments for any client needing support with these tasks.
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Refreshments

- Prepare and offer tea/coffee to clients.
 - Regularly top up the hot water urn.
 - Be mindful of cultural or religious considerations (e.g., fasting).
 - Monitor refreshment supplies and discuss with Ellen if replacements can be made. (petty cash available).
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Answering the Doorbell and Phone

- Answer the doorbell and phone promptly and politely.
 - If a message needs to be passed on, inform the relevant staff member or use the telephone notes provided.
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Kitchen and Waiting Room Maintenance

- Keep the kitchen tidy and ensure all items are put away correctly.

- Clean surfaces before leaving for the day.
 - Regularly check and tidy the waiting room to keep it welcoming and organised.
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Food Bank (Fridays Only)

- Food distribution begins at **9:30am**.
 - Clients must present a valid **'Friday Food' card**.
 - Clients are seen in order of arrival; attendance details will be recorded on the drop-in list.
 - If a client does not have a food card, speak to a member of the advice team to confirm eligibility.
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Additional Tasks (when time allows)

- Complete tasks from the laptop job list (e.g., updating Lamplight, HC1 forms, simple admin tasks).
- Litter pick outside to keep the entrance area clean and welcoming.
- Sort and display crockery donations neatly and logically.

Additional jobs for the day will be discussed each morning.

Skills and Qualities Required

- Strong communication skills and a welcoming, approachable manner.
- Good organisational skills and ability to multitask.
- Patience, resilience, and a calm presence.
- Basic IT skills (email, internet use, photocopying).

- Ability to work proactively as part of a busy team.
 - A commitment to maintaining professional boundaries and client confidentiality.
 - Willingness to undertake relevant GARAS training.
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Impact of the Role

Volunteer Welcomers are essential to the smooth running of the drop-in service. Your support helps ensure that clients feel safe, respected, and cared for from the moment they walk through the door. By managing the flow of the day and providing practical help, you enable the GARAS team to deliver meaningful, timely support to those seeking refuge and assistance.