



Volunteer Drop In Welcomer

Position Title: Volunteer Welcomer

Reports to: Ellen Pearce

Location: GARAS office

Time Commitment: Monday / Wednesday / Friday; 9.45am - 4pm

Role Overview:

As a Volunteer Welcomer at GARAS (Gloucestershire Action for Refugees and Asylum Seekers), you will play a key role in ensuring the smooth and welcoming environment for clients, staff, and visitors. You will be involved in various administrative, organisational, and practical tasks that directly support GARAS' services for refugees and asylum seekers. You will welcome each client, providing tea/coffee, and ascertain which staff member clients need to see. The waiting room is often busy, so Welcomers keep the waiting list in order, managing the flow of clients and liaising with advisors. Our Welcomers are the most important face of GARAS, helping clients to feel welcomed, safe and comfortable.

Key Responsibilities:

1. Client Welcoming:

- Greet any clients attending, ensure they are comfortable, and ask them why they have come in today? With this information using the staff top 5 information sheet - assign a member of staff to help them with this question. Write this in the drop in sheet and give them the correct number to keep.
- If a simple request please assist the client with this. This could be...arranging doctors appointments, photocopying, or other simple tasks.

2. Prepare refreshments for clients:

- Regularly keep the urn topped up.
- Consider cultural issues. Are people fasting?
- Complete checks on refreshments quantity and purchase replacements if necessary (money to come from petty cash).

3. Answering the Doorbell and Phone:

- Answer the doorbell and phone calls professionally and promptly.
- If someone needs to leave a message, follow up by letting the relevant staff member know, or use the telephone notes available.

4. Kitchen Maintenance:

- Ensure the kitchen is kept tidy and that all items are put away correctly.
- Clean all surfaces when you leave.
- Please tidy the waiting room regularly and check all correct when left.

5. Food Bank:

- On Friday, food donations are given out. Clients that qualify for this service will hold a 'Friday Food' card.
- Clients are seen in order of attendance. Information will have been gathered on the drop in list.

6. Drop-In Sheet Folder:

- Keep the drop-in sheet folder (in the kitchen) topped up with necessary documents.

7. Other tasks, if you have time

- In the morning we will create a list of possible jobs to do that day. These could be updating lamplight; HC1 Forms; other admin tasks; etc
- Litter picking outside: ensure the outside area is tidy and welcoming by regularly picking up litter.
- Sort and display crockery donations in an organised manner.

Skills and Qualities Required:

- Strong communication skills.
- Friendly, approachable, and professional demeanor.
- Good organisational skills and attention to detail.
- Ability to handle multiple tasks simultaneously.
- A proactive and team-oriented attitude.
- Basic IT skills (email, photocopying).
- Excellent interpersonal skills, allowing clients to feel comfortable and relaxed.
- High levels of patience and resilience.
- Undertake training from GARAS where appropriate.
- Maintain relevant boundaries with clients.
- Abide by GARAS confidentiality requirements.

Each morning we will discuss extra jobs that could be completed that day

Impact:

Your role will contribute to the efficient running of the centre, helping to create a welcoming and supportive environment for refugees and asylum seekers. Volunteers like you ensure that clients receive the support they need in an organised and timely manner.