



Volunteer Welcomer – Monday

Position Title: Volunteer Welcomer (Monday)
Reports to: Ellen Pearce
Location: GARAS Office
Time Commitment: Monday, 9:45am – 4:00pm

Role Overview

As a Monday Volunteer Welcomer at GARAS (Gloucestershire Action for Refugees and Asylum Seekers), you will play a central role in supporting our busiest day of the week. Mondays are **booking days**, where clients attend to request appointments for the coming week. You will be the first point of contact for clients, helping them feel welcomed, safe, and supported from the moment they arrive.

Your role includes managing the waiting list for triage, helping clients reach the correct member of staff, guiding people through the booking process, and ensuring that the drop-in runs smoothly and respectfully.

You are one of the most important and visible faces of GARAS on a Monday.

Key Responsibilities

Client Welcoming

- Greet all clients warmly as they arrive and find out what they need today.
- Write each client's name and number to add them to the waiting list for Monday's booking system.
- Direct clients to:
 - **The triager of the day,**
 - **A staff member they already have an appointment with, or**

- Check existing appointments using the reception laptop.
- With training, recognise emergencies and ensure these are escalated immediately to staff.
Emergencies include:
 - Immediate homelessness
 - Imminent appeal deadlines
 - Domestic violence
- Support simple client requests where possible (e.g., photocopying, Registering new clients, solicitor emails, and helping set up bank accounts (Refugee only)).
- Manage the waiting list and coordinate the flow of clients through the drop-in, keeping staff informed.

PLEASE ALWAYS KEEP ELLEN INFORMED OF ANY VISITORS IN THE BUILDING AND WHEN YOU ARRIVE AND LEAVE.

Booking Support for Specialist Volunteers

(These volunteers are not available on Mondays, but you may support clients to book for later in the week.)

- **Medical Volunteer (Wednesday & Friday, 12:30pm–3pm):**
Book appointments using the reception laptop (training provided).
 - **Driving Licence & Travel Document Volunteer (Wednesday):** Book appointments for clients who need this support.
 - **Driving Licence & Travel Document Volunteer (Friday):**
Book appointments for clients who need this support.
-

Refreshments

- Prepare and offer tea/coffee to clients.
- Keep the hot water urn topped up throughout the day.

- Be mindful of cultural or religious considerations (e.g., clients who may be fasting). Always follow GARAS policy.
 - Monitor refreshment supplies and speak to Ellen if replacements are needed (petty cash available).
-

Answering the Doorbell and Phone

- On Mondays, the front door is **open between 10am and 4pm**. (Unless staffing numbers require early closure.)
 - Outside these times, please answer the doorbell promptly.
 - If someone needs to leave a message, pass it to the appropriate staff member or record it in the telephone notes.
-

Kitchen and Waiting Room Maintenance

- Record fridge and freezer temperature twice daily.
 - Complete all tasks and tick off on the maintenance kitchen daily tasks, please.
-

Food Bank

(For reference only – this runs on Fridays, but Monday Welcomers may need general awareness.)

- Food distribution starts at 9:30am on Fridays for clients with a valid 'Friday Food' card.
 - If asked on a Monday, please direct clients to speak to the advice team about eligibility.
-

Additional Tasks (When Time Allows)

- Complete tasks from the laptop job list (e.g., updating Lamplight, HC1 forms, general admin).
 - Litter pick outside to keep the entrance area clean and welcoming.
 - Sort and display crockery donations neatly and logically. (Identify knives, blades or dangerous donations and give to Ellen)
 - Additional daily jobs will be discussed each morning.
-

Skills and Qualities Required

- Strong communication skills with a friendly, approachable manner.
 - Good organisational ability and confidence managing a busy environment.
 - Patience, resilience, and a calm and reassuring presence.
 - Basic IT skills (email, laptop use, photocopying).
 - Ability to work proactively as part of a supportive team.
 - Commitment to maintaining boundaries and confidentiality.
 - Willingness to participate in GARAS training when required.
-

Impact of the Role

Volunteer Welcomers are crucial to the smooth running of GARAS's Monday drop-in. Your support ensures that clients are welcomed with dignity and respect and that their appointment needs are processed efficiently. By managing the waiting system, directing clients, and offering a calm presence, you enable staff to provide effective and timely support to refugees and asylum seekers at a time when they need it most.