



Volunteer Welcomer Role Description (Tuesdays, Wednesdays & Thursdays)

Position Title: Volunteer Welcomer

Reports to: Ellen Pearce

Location: GARAS Office

Time Commitment: Tuesdays, Wednesdays & Thursdays, 9:45am – 3:00pm

Please arrive promptly.

Role Overview

As a Volunteer Welcomer at GARAS (Gloucestershire Action for Refugees and Asylum Seekers), you will play a key role in creating a smooth, welcoming, and supportive environment for clients, staff, and visitors. Your work will include a mixture of administrative, organisational, and practical tasks that directly support GARAS' services.

- **Tuesdays: Advice appointments only, Therapy appointments and ESOL Adult Dispersal Class (10:00am)**
- **Wednesdays: Advice appointments only, Therapy appointments**
- **Thursdays: Advice appointments only, Therapy appointments, LGBTQ+ team support and ESOL youth sessions**

Your role ensures that clients and students feel comfortable, supported, and guided to the correct service or room.

Impact of the Role

Volunteer Welcomers contribute to the efficient running of the centre, helping clients and students receive support in an organised and timely way. By creating a friendly and structured environment, you enable staff to focus on delivering meaningful support to refugees, asylum seekers, and young people.

Key Responsibilities

Answering the Doorbell and Phone

- Ensure the volunteer laptop is available with the day's appointments visible**

- Answer the doorbell and phone promptly and professionally. Always ask the client at the door to show you evidence of their appointment, once shown check it with the appointments on the laptop.**

 - With training, recognise emergencies and ensure these are escalated immediately to staff. (recognise at the door)**
Emergencies include:
 - Immediate homelessness
 - Emergency medical help.
 - Imminent appeal deadlines
 - Domestic Violence
 - etc...

 - Take clear messages using the telephone message pad and pass them to the relevant staff member or leave on their desk**
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Client Welcoming

- **Greet clients attending appointments and ensure they feel comfortable**
 - **Notify staff when clients arrive**
 - **Guide therapy clients to the correct room**
 - **Tuesdays:**
 - **Support and direct ESOL Adult Dispersal Class attendees (10:00am)**
 - **Direct Jonathan's clients to his 1:1 tutoring.**
 - **Wednesdays:**
 - **Support therapy clients attending appointments**
 - **Direct Jonathan's and Tim's clients to their 1:1 tutoring.**
 - **Thursdays:**
 - **Direct clients to therapy sessions, the LGBTQ+ (Deborah and Ian) team and ESOL youth sessions**
 - **Support ESOL students in finding their sessions**
 - **Provide refreshments during the 11:00am break**
 - **Direct clients to drop in sessions with Flora starting 10am. 1 at a time.**
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Kitchen & Refreshments

- **Keep the hot water urn topped up throughout the day or boil the kettle when required.**
- **Prepare mugs, milk, tea, coffee, glasses, and snacks**
- **Be mindful of cultural considerations (e.g. fasting always follow GARAS policy on this.)**
- **Thursdays: Prepare refreshments for ESOL students at 11:00am**
- **Complete daily cleaning checklist**
- **Record fridge and freezer temperatures twice daily**

Donations and Crockery Display

- **Sort and display crockery donations neatly (Please remove and give to Ellen if any sharp items, blades or knives are found)**
- **Arrange for surplus items (e.g. small plates) to be taken to charity shops if needed (We do not have space for many donated items, always check with Warren, Jennie, Fiona or Ellen if we can accept.)**

Drop-In Sheet Folder

- **Keep the drop-in sheet folder (located in the kitchen) stocked**
- **Ensure all necessary documents are available for the Monday triage team**

Kitchen and Waiting Room Maintenance

- **Maintain a clean and tidy kitchen**
- **Clean all surfaces before leaving as per cleaning tick list.**
- **Keep the waiting room organised and welcoming**

End of Day Tasks:

- 1. Return the doorbell to Ellen's desk**
- 2. Close the kitchen shutter**
- 3. Return the laptop to the drawer in Jennie and Ellen's office**
- 4. Return all phones to their correct labelled base**
- 5. Ensure all checklists and temperature records are completed**

Food Delivery (Thursdays Only)

- **Assist with receiving and storing the Fair Shares food delivery**
- **Help prepare for Friday's food bank service**

Other Duties

- **Check the staff task spreadsheet for additional requests**
- **Support with:**
 - **Litter picking (outside areas)**
 - **Admin tasks (e.g. HC1 forms)**
 - **Photocopying**
 - **Organising the toiletries cupboard**

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

Skills and Qualities Required

- **Strong communication skills**
- **Friendly, approachable, and professional manner**
- **Good organisational skills and attention to detail**
- **Ability to manage multiple tasks**
- **Proactive and team-oriented attitude**
- **Basic IT skills (email, laptop use, photocopying)**