**Volunteer Role Descriptions:**

*Solas encourages all volunteers to be efficient in both the Meet’n’Greet role and the Wellbeing Support position. We also ask that our volunteers participate in light housekeeping duties including lighting a fire, maintaining a high level of cleanliness throughout the public spaces, and ensuring that the building is secure before leaving.*

**Meet’n’Greet Volunteer:**

**Role Overview:** As a volunteer at Solas Wellbeing, your main responsibility is to provide a warm and welcoming environment for individuals who visit our premises. By offering a friendly ear and engaging with people, you will create a positive and supportive atmosphere, ensuring that everyone feels comfortable and well-cared for during their time at Solas Wellbeing.

**Responsibilities:**

1. **Warm Welcome:** Be the first point of contact for individuals arriving at Solas, creating a friendly and inviting atmosphere.
2. **Hot Drinks and Hospitality:** Offer hot/cold drinks to visitors, demonstrating hospitality and making them feel valued and welcome.
3. **Data Logging:** Accurately record visitor data, helping us maintain essential information about our service users.
4. **Group Hosting:** Host and facilitate groups of up to eight people, ensuring inclusivity and fostering a sense of community.
5. **Room Guidance:** Assist visitors in finding the correct rooms for their booked sessions or activities.
6. **Collaboration with Volunteer Coordinator:** Work closely with the Volunteer Coordinator to ensure excellent support for our service users and a smooth volunteer experience.
7. **Confidentiality and Support:** Provide individuals with a safe and confidential space if they need someone to talk to or share their concerns.
8. **Knowledge of Services:** Stay informed about the various services and programs offered by Solas Wellbeing to effectively guide and assist visitors.
9. **Social Engagement:** Embrace the social aspect of the role by actively engaging with service users, fostering connections, and promoting a supportive atmosphere.

**Requirements:**

* Display a friendly, approachable, and compassionate demeanour with excellent interpersonal skills.
* Ability to work effectively with people from different backgrounds, maintaining a non-judgmental attitude.
* Reliability and punctuality with a commitment to volunteering on pre-arranged dates at Solas Wellbeing.
* Respect for confidentiality and the ability to handle sensitive information discreetly.
* Strong organisational skills and attention to detail for accurate data logging.
* Demonstrate knowledge or a willingness to learn about mental health to provide empathetic support to those who may feel vulnerable or anxious.

**Wellbeing Support (additional responsibilities):**

In addition to the Meet’n’Greet role, all volunteers will be given training, in the Wellbeing Support role. This requires all the aforementioned responsibilities and includes the following additional duties:

* **Smaller Group Hosting:** Comfortably host smaller groups of up to three service users, offering support to those who may feel particularly vulnerable or anxious.
* **Mental Health Awareness:** Demonstrate an understanding of mental health issues and possess the ability to steer or lead conversations for the benefit of service users' well-being.

**Skills** **required** **to fulfil** **these** **roles:**

* Good communication skills
* Reliable and punctual
* Comfortable meeting new people
* Warm & welcoming manner
* Agree with the ethos of our organisation
* Comfortable working under minimal supervision
* Trustworthy

**In house training offered to support this role**

* Volunteer induction
* Awareness sessions relevant to volunteer role and client base.

**Flexi/regular shifts**: Casual volunteering; volunteering on a flexible basis, on pre-arranged dates and times of your choosing, and being contacted in situations when we need cover due to absence from our regular volunteers. Regular volunteering; committing to either a session (lasting 1 to 2 hours), or a two- or four-hour shift on a regular basis. This could be weekly, fortnightly, or monthly.

**Join our Team:** By volunteering at Solas Wellbeing, you have the opportunity to make a meaningful difference in the lives of individuals seeking support and well-being. By providing a warm welcome and supportive environment, you will contribute to the overall well-being of our service users and help create a positive impact in our community.

*Please note that the volunteer role description may be subject to updates and changes as required by the organisation.*

If you have any questions or are interested in applying for this volunteer role, please contact our Volunteer Coordinator at [volunteers@solaswellbeing.org.uk](mailto:volunteers@solaswellbeing.org.uk), or by phone on 07708 107234. We look forward to welcoming you to our team at Solas Wellbeing!