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| **VOLUNTEER ROLE DESCRIPTION****MEET & GREET – S GLOS TREATMENT SERVICES** |
| **PLACEMENT DETAILS** |
| **Overall purpose of role:**To support our peer mentors with running the recovery café in our Tower Road North Hub. To meet and greet clients, bring them inside and offer them a hot drink and signpost towards needed support. **Key responsibilities:**1. Meet and Greet the clients who drop in and listen to their needs/interests in order to signpost to correct support
2. Maintain the communal areas, making sure they are clean clear and welcoming.
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| This is a Client facing role, working in our drop-in recovery café. Staff and peer mentors will also be present working 1-2-1 with clients.  |
| Time commitments: | Café is open 10am -12:30pm Monday-FridayOne morning or two would be fantastic help!  |
| Location of role: | Tower Road North Hub, Warmley, Bristol  |
| **VOLUNTEER PROFILE** |
| Professional qualifications or experience REQUIRED: | NONE |
| Professional qualifications or experience DESIRABLE: | An interest in the understanding of problematic substance use, welcoming friendly face, approachable, good listener. |
| Soft Skills REQUIRED: | Fit with DHI Values (Self-Direction, Stimulation, Zest for Life and Flexibility). |
| This role is only suitable for volunteers over 18 years old.  |
| The hub is wheelchair accessible and could support mobility related disabilities. Must be able to communicate easily and freely with the clients as job role is to meet and welcome clients and signpost to needed/desired support  |
| **VOLUNTEER SUPPORT/BENEFITS** |
| Volunteers receive our standard volunteer induction which is currently led remotely online, plus an in-person induction/welcome to the S Glos hub. In addition the volunteer can receive additional training in Harm reduction strategies, naloxone training, drug & alcohol awareness training if desirable |
| The volunteer will also receive monthly supervision which includes personal/professional development planning plus access to staff members on a day to day basis if needed. |
| Any travel costs to/from the hub can be claimed from DHI |