



Volunteer Role Description for Front of House Team

At LHM we want to ensure that those who are experiencing homelessness, social isolation or exclusion have a place where they feel that they belong, a community for those who come through the doors. Food provides us with a perfect opportunity to engage with people and allow us a chance to build relationships and trust whilst assessing their needs. We are able to provide support to people in-house for a number of issues they may be facing and those issues that we are not able to deal with internally, we can signpost to and even support a meeting/contact to ensure a smooth transition for the vulnerable person.

Your role front of house is so much more than just taking details for track and trace, you will be the first person they see so it is crucial to set the scene and show a friendly face and be helpful and considerate.

You will be carrying out tasks such as:

- Ask the person to use the machine to take their temperature and sanitise their hands before allowing the person to enter
- Take a name and contact details and record them for track and trace
- Explain how their experience will work to those who are new
- Organise takeout food for people who do not wish to come inside
- Answer calls and pass to the appropriate person or take a message
- Most importantly, be the friendly face they see first and make sure that the experience they have is dignified

The skills and attributes you should have:

- Kindness, compassion and empathy are three key attributes – a friendly face makes people feel welcome and wanted
- Being enthusiastic about the role you are undertaking
- To have a tolerant and non-judgemental attitude
- To be able to work as part of a team as well as on your own
- Preferably to be able to input data on a spreadsheet
- Be over 18 years of age



How much time would you need to commit

This is something that we can discuss depending on your circumstances and our needs at the time. We would ask that you commit to one shift a month as a minimum if possible. If not, don't let that be a barrier, let's talk. Our day runs from 8.30am until 3pm. We would ask that you do a minimum of 4 hours within that time period. At the moment we are open Monday to Friday but hope to reinstate our weekend provision at some point in the near future.

What support can you expect?

- A taster session to see if this is the place for you.
- An induction session
- Training to use the spreadsheet and telephone system
- A named person who will be your point of contact, providing you with guidance and support
- Training as necessary/required

What are the benefits to you?

- Being part of a friendly, dynamic team
- The satisfaction of knowing that you are making a difference in someone's life
- The chance to use and develop existing skills and learn new things