

Volunteer Job Description

Client Contact Definitions

Low

Very little contact with client, mainly kitchen duty volunteers (client asking for tea / coffee / food). Does not actively engage in conversation.

Medium

Dealing with clients during the Passage session – handing out of food, general conversation and queries. Conflict resolution assistance under the guidance of the Team Leader.

High

One to one or unsupervised contact. Dealing with issues of a personal or difficult nature including client conflict resolution