

# Volunteer Position Description — General Volunteer

**Position Title:** General Volunteer

**Purpose:** To assist during the Passage session to ensure that all services are provided to the clients. This includes serving food and drinks, clearing tables and crockery, speaking to the clients, providing assistance to the kitchen staff and other duties as required by your Team Leader. General volunteers may be expected to assist with the handling or resolution of client conflicts.

**Location:** At the relevant Passage location

**Key Responsibilities:**

- Serving food and drinks to the clients
- Clearing tables of crockery and cutlery
- Clearing up and cleaning up after the Passage session has finished
- Liaising with the clients including face to face conversations
- Monitoring client behaviour and ensuring the rules are adhered to
- Signposting or escalating client queries to the Team Leader
- Assisting the Team Leader with any potential conflict situations
- To adhere to the relevant policies and procedures in place at Grantham Poverty Concern
- Ensuring confidentiality of potentially personal client information

**Reports to:** Team Leader

**Time Commitment:** As required by your relevant rota

**Client Contact:** Medium

**Support:** Provided by the Team Leader during the session. No specific courses required.

**DBS Required :** Yes, standard level