

Hope Harlow

Information for Volunteers

Thank you

First, thank you very much for your help. Hope4Harlow makes a real difference to homeless people's lives, and without our volunteers that could not happen.

Our Guests

One of the most important things we do is get to know our guests. This can be rewarding, but there are some simple rules we all need to follow. For some of our guests homelessness is not the only problem: they are also affected by problems such as damaging relationships, mental health issues, and drug and alcohol abuse.

By following these rules we help ensure consistency across the venues and this in turn helps form expectations and provide certainty and security

It's great if you can learn the guest's first names. Please don't share the names or details of the guests outside Hope4harlow.

It's important to keep a discrete distance, and respect the guest's independence. Do not take phone numbers, or give your number or address. Please do not give personal gifts or money, or give lifts.

Some guests may prefer to spend time by themselves, rather than chatting. Bringing in newspapers and magazines for the guests is a good idea.

Bedding: Street2Homes seek to provide a sleeping bag for all our guests. This means that there is no obligation on you to provide bedding and laundry. However, some centres seek to make additional provision (e.g. camp beds) and that can all be part of welcoming our guests.

If while chatting with a guest, you have concerns that they are at risk of abuse or exploitation please share these concerns with your team leader.

Please leave your valuables at home, and keep your phone and purse secure and out of sight. Please dress sensibly: for the kitchen, not for a party.

What happens next?

Volunteers are often concerned about what happens to our guests after Hope4Harlow closes. Streets2Homes work with the homeless all year round in Harlow from their base in Wych Elm. All our guests already know Streets2Homes.

Local charity The Chocolate Run provide the Sunday Haven, a Sunday evening drop-in from 6pm to 8pm throughout the year, and the Christmas Haven, a shelter open 24/7 over Christmas. The Helping Hands project provides a drop-in every Thursday evening at St Pauls from 6pm to 8pm.

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Volunteer Responsibilities

Shifts

Shift	Time	Number of volunteers required
Evening Shift:	6pm - 10pm	5 - 7
Overnight Shift:	9.30pm - 8am	2 or more

Responsibilities

Evening Shift

1. Setting up the beds and any bedding
2. Having briefing with church co-ordinator and praying together for the shelter
3. Preparing tea, coffee and biscuit table for guests
4. Opening the doors at 7:00pm
5. Booking clients in for the night
6. Checking names against referral list
7. Welcoming guests and showing new guests around the venue (fire exits, toilets etc.)
8. Serving refreshments
9. Washing and tidying
10. Depending on facilities available, volunteers might like to join in with social time with the guests e.g. board games, just chatting or other organised activities.

Overnight Shift

1. Making sure everyone is comfortable and settled in for the night
2. Securing the building: locking main doors and no noise or lights out after 11pm
3. All guests should adhere to lights out and quiet. Please make a note on the log sheet if this is not respected.
4. Waking up the guests.
5. Clearing beds and bedding away (guests may help you with this).
6. Cleaning and tidying church.
7. Reporting any important matters that have arisen to the Point Leader.

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Volunteer Agreement

This may be helpful for your Volunteers to complete to assist you, to be retained in-house.

Dear Volunteer

THANK YOU: Thank you for being willing to give your time and energy providing night shelter to serve our guests. We have some simple volunteer guidelines that we ask all volunteers to agree to by signing the declaration below

VOLUNTEER GUIDELINES

For further details, speak to your church point leader or consult your venue's Log file for the shelter guidelines, health and safety, shelter rules and timetable.

- **WELCOME:** Please do welcome all guests without discrimination or favour.
- **FOLLOW:** Every night shelter evening will be led by a trained 'point leader'. We need all volunteers to follow the instructions of these point leaders.
- **BE CAREFUL:** Please do not give money, your personal details (e.g. phone number) or arrange to meet a guest outside the shelter. If you have concerns about the guest or would like to help them, please speak with your point leader who will liaise with the Administrator Kerrie Eastman to facilitate this when possible.
- **BE SAFE:** Be aware of your safety and if you feel unsafe speak to the point leader. Please do not go somewhere alone with guests, but do have at least one other volunteer present when you are with guests.

Your Time and Skills

Are you willing to serve at other venues from time to time? Yes/No

Do you have any of the following skills you would like to offer to Hope4Harlow? Please circle Chef/FirstAid/Chiropody/Hairdressing/Counselling/LegalSkills/BenefitsAdvice/Art/Music/Driving/Languages/Fundraising

FULL NAME	
EMAIL <i>We keep volunteers informed of good news. If you would like to opt out of this, please tick here: []</i>	
SIGNATURE <i>This declares that you are 18 or over and will abide by the guidelines above</i>	
DATE	

Your data is stored and processed in accordance with our Privacy Policy which can be found [[on our website](#)].*

** Please complete as appropriate. You may prefer to refer to the Heart4Harlow policy.*