

St Wilfrid's Night Shelter – Volunteer Role Descriptions

Meet and Greet (2 volunteers each evening). 6.00pm – 8.00pm

- A lead volunteer will normally have arrived at church to unlock by 5:45pm.
- Arrive by 5:50pm if possible (please let us know if you get held up). Guests are not allowed in before 6:00pm and before at least two volunteers have arrived on site.
- Sign-in and check the log-book for messages/comments.
- If it is your first time doing Meet and Greet, the lead volunteer will orientate you with the areas and facilities in church.
- As guests arrive, welcome them and offer drinks.
- Orientate any new guests with the night shelter areas and facilities.
- Chat and socialise with those guests who are in the mood to talk. Those with limited English may find it easier to play games than to talk, or may need some time out in the guests' sleeping area after a long day. There will be board games available.
- Two volunteers must be with guests at all times.
- Orientate any new volunteers as they arrive for the next shift.
- Do not leave the church until both volunteers for the next shift have arrived. If they don't arrive by the time you need to leave, please phone one of the lead volunteers to alert them.

Prepare and Share Evening Meal (2 volunteers each evening). From 6.00pm – 8.00pm

- Well in advance, please decide what to cook and communicate this to other volunteers on the online sign-up website using the comments box alongside your shift. Revd Sue will be in touch about how to sign up for this.
- At least half of the 16 meals (enough for 10 guests and up to 6 volunteers) need to be Halal so please co-ordinate with the other person on your shift. (Any vegetarian meal is Halal.)
- Please take account of what people are providing on other days if you can, so the menu for the two weeks is varied.
- Off-site, prepare food for 8 people, and bring it to church. There are limited facilities for re-heating food on-site (a microwave, and a hostess trolley for keeping food warm).
- All basic crockery and cutlery (except sharp knives) will be provided on site.
- Basic provisions: Milk, butter, salt, pepper, sugar, tea, coffee, ketchup, chilli sauces (various), squash, will be provided on site.
- Arrive in time to serve the food at 7pm.
- Sign-in and check the log-book for messages/comments.
- Serve and share the food with guests and other volunteers. If you are able to prepare and bring food, but not stay to eat, please let us know in advance.
- Clear and wash-up. (Other volunteers and guests may help. We have a dishwasher in the servery, but please remember that it is absolutely vital that no food waste goes down the drain, because we have small-bore drains in the building due to the ancient nature of the site, and they can easily get blocked)
- Do not leave the shelter until both volunteers for the next shift have arrived. If they don't arrive by the time you need to leave, please phone one of the lead volunteers to alert them.

Socialising and Activities (up to 4 volunteers each evening). 8.00pm – 10.00pm

- Arrive by 7.50pm if possible, but at the latest by 8.00pm. (Volunteers on the previous shift will not be able to leave until both volunteers for this shift have arrived.)
- Sign-in and check the log-book for messages/comments.
- Check the activities list on the noticeboard to see if any specific activities have been arranged for this evening. Be prepared to go with the flow!
- Two volunteers must always remain in the church whilst it is open and guests need to be given the option to opt-out of planned activities.
- Chat and socialise with those guests who are in the mood to talk. Those with limited English may find it easier to play games than to talk, or may need time out in the guests' sleeping area after a long day. There will be board games available.
- Feel free to bring along any appropriate games/activities and invite guests to join in. The more activities we can offer the better. Ask a lead volunteer if in doubt.
- Orientate any new volunteers for the overnight shift as they arrive.
- At around 9.45pm, tidy up and set up volunteer beds. (We think we will put them up on the Mezzanine floor, where the sound desk is, above the servery).
- Pass on the church keys to a person on the overnight stay shift.
- The two volunteers for the overnight shift must have arrived before you leave. If they don't arrive by then, please phone one of the lead volunteers to alert them.

Overnight Stay (2 volunteers each night). 10.00pm – 7.00am

- Arrive by 9.50pm if possible, but at the latest by 10.00pm. (Volunteers on the previous shift will not be able to leave until both volunteers for this shift have arrived.)
- Sign-in and check the log-book for messages/comments.
- Prepare volunteer beds if not already done.
- Beds are provided for volunteers, but you need to bring your own bedding (sheet, duvet and pillow/sleeping bag)
- Lock the main church door after volunteers on the previous shift have left. (Guests who wish to smoke need to go out to the car parking area at the front of church).
- Return keys to the agreed place in case of fire in the night.
- One of the overnight volunteers must be awake at all times. Arrange waking shifts between yourselves.
- The heating should be set at an appropriate level, but please liaise with a lead volunteer if the church seems to be too cold.
- Unlock the main door by 6.50am, so the breakfast and packed lunch volunteers can come in, and return the keys to the agreed place.
- You are very welcome to stay for breakfast!
- Two volunteers for the next shift must have arrived before you leave. If they don't arrive by the time you need to leave, please phone one of the lead volunteers to alert them.

Prepare and Share Breakfast (2 volunteers each morning). 7.00am – 9.00am

- Arrive at 6.50am, if possible. but at the latest by 7:00am
- Sign-in and check the log-book for messages/comments.
- At 7am give a wake-up call to guests.
- Prepare breakfast (for 14 in case the overnight volunteers wish to stay)
- All breakfast provisions will be available on-site. There is a toaster, microwave, hot water heater, teapots, crockery etc.
- Serve and share breakfast.
- Clear and wash-up. (Other volunteers and guests may help.)
- All guests must leave the church by 9am at the latest. Be firm!
- A lead volunteer should be on-site by 9am to lock up. If no-one arrives by the time you need to leave, please phone one of the lead volunteers to alert them.

Prepare Packed Lunches (1-2 volunteers each morning). 7.00am – 9.00am

- Arrive at 7am.
- Sign-in and check the log-book for messages/comments.
- Prepare a packed-lunch for every guest.
- Paper lunch bags and all food provisions will be supplied on-site.
- Aim to include a sandwich, a piece of fruit, a bag of crisps, a cake/biscuit/breakfast bar/pack of fruit & nuts, and drink in each pack – if they are available.
- If you have time, assist those on the Breakfast shift to clear and wash-up.
- All guests must leave the church by 9am. Be firm!
- A lead volunteer should be on-site by 9am to lock up. If no-one arrives by the time you need to leave, phone one of the lead volunteers to alert them.

Recently added roles

Church Cleaning, especially the loos, (2 volunteers). 8.30am to 9.30am.

- Our guests will be leaving church from 8.30am, definitely by 9am. We need a couple of people to help by generally tidying up, but particularly to clean the two loos at the back of church.
- On Sundays, we'd like the volunteers just for 30 minutes, starting with the loos, because we have a service starting at 9am.

Laundry (4 volunteers) on Tuesday 13th and Monday 19th November. 8:00am — 9:00am

Bedding for up to 10 guests will need washing each week, so we would like 4 volunteers who could collect some bedding on Tuesday 13th, and Monday 19th November, to be returned at your convenience. We may get requests for personal items to be washed too. Please will you e-mail me if you'd be prepared to do that. Thank you. sue@calverleyparish.church

Set up church on Sunday afternoon, 11th November (4 volunteers). Probably 3pm to 5pm.

- Details and times still to be confirmed. We will need help to set up the space, hang curtains, move chairs and tables, create a welcoming atmosphere. Please e-mail Revd Sue on sue@calverleyparish.church if you can help with this.

Packing up on the final day, Monday 26th November (6 volunteers). 9am to 11am

- Times and details to be confirmed. We will need help with packing up beds and bedding, cleaning up, packing up breakfast food etc. Watch this space!

There are also details on the Signup page about how you might support the project financially, to help pay for the cost of bus passes, breakfasts, heating, and to go towards the overall costs of the WYDAN charity, if you would like to.

If you can't make your shift or will be late, please let us know. We will give you 'lead volunteer' contact details nearer the time.

Information about emergencies, keys, wi-fi code, location of first aid kits, and other essentials will be provided.

Do feel free to visit the night shelter in church one evening to see how things are going.

Please do feel welcome to visit one evening to get a feel for the place before your shift to see how things are going. It would be helpful, though, if you avoid coming the first couple of nights, unless you're scheduled to come, just so the guests aren't overwhelmed by lots of new people all at once.

A HUGE THANKYOU!!!

We are so grateful for your help with this project. Thank you, and we hope you find it an inspiring and memorable experience!

Any questions? Please contact Revd Sue McWhinney on sue@calverleyparish.church