



Role Description: Volunteer Guest Support Worker

About Sanctuary Hosting

Sanctuary Hosting matches homeless asylum seekers, refugees and vulnerable migrants to people who are willing to have someone to stay with them rent free, for a pre-defined period of time, while the individual is receiving support to explore routes out of destitution.

About this role

Volunteer guest support workers provide practical support to individuals - 'guests' - who are accommodated within the hosting scheme, serving as a main contact. During the placement, the support worker makes regular contact with the guest, reviews with them how things are going and provides feedback to Sanctuary Hosting. Guest support workers often get involved in very practical ways - for example, helping the guest to register with a GP, join the library, or find English lessons.

What we are looking for

You need to be:

- > an excellent communicator with good listening skills and a high level of spoken and written English
- > personally resilient and able to work appropriately with vulnerable people in difficult or challenging situations both face-to-face and over the telephone
- > able to use emotional support skills in a calm and responsible manner
- > aware of conflict and migration issues, and empathetic about the situation and needs of refugees, asylum seekers and vulnerable migrants
- > sensitive to cultural issues, including those relating to gender
- > able to involve the guest in decision-making, acting in their best interests at all times
- > willing to adhere to Sanctuary Hosting's policies and procedures
- > able to uphold confidentiality
- > willing to undertake a criminal record check



Role	Volunteer Guest Support Worker
Hours/Frequency	Average 1-2 hours a week. Due to the nature of the role, the hours can be irregular and require responding to situations that may arise. Routine contact with the guest may be during the day, evening or weekend and can be agreed on an individual basis.
Reporting to	Sanctuary Hosting Service Manager & Service Coordinator
Tasks may include	<ul style="list-style-type: none"> ● Providing one to one orientation support to guests who are new to an area eg finding local bus routes and amenities ● Supporting guests to access other support services eg accompanying them to meetings, helping them find information, providing signposting support ● Reminding guests of appointments ● Contacting referral agencies to ensure continued support and progression for guests ● Working with interpreters, other volunteers, and staff at Sanctuary Hosting ● Identifying and responding appropriately to any safeguarding and protection issues ● Providing feedback to Sanctuary Hosting
What we offer	<ul style="list-style-type: none"> ● Induction training ● Ongoing support and supervision ● Reimbursement of reasonable travel and other expenses
Application and start dates	We recruit in response to need throughout the year
Additional information	<ul style="list-style-type: none"> ● To volunteer for this role you must be aged 18+ ● This role requires a criminal record check