



## Role description: Volunteer host support worker

### **About Sanctuary Hosting**

Sanctuary Hosting is a hosting scheme that provides temporary accommodation for refugees, asylum seekers, and vulnerable migrants at risk of homelessness across the Thames Valley by matching them with volunteer hosts who offer a free bed and a warm welcome. This gives guests a chance to tackle the causes of their homelessness. All of our hosts and guests are in turn supported by a team of dedicated volunteers.

### **About the Host Support Worker role**

Host support workers provide quality assessment and monitoring of potential hosts in a timely and professional manner that ensures we are providing the safest and most appropriate temporary homes and support available to our guests.

Host support workers are the main contact point for hosts and are essential for maintaining good links and communication between the host and Sanctuary Hosting.

### **What we are looking for in a volunteer Host Support Worker**

Although we provide induction and ongoing training for our support workers (see next page for details), we are looking for volunteers with certain skills including good interpersonal, diplomacy, communication and teamwork skills.

As a volunteer Host Support Worker, you will need to be:

- aware of conflict and migration issues, and empathetic about the situation and needs of refugees, asylum seekers and vulnerable migrants
- an excellent communicator with proven listening skills, including good level of spoken and written English
- able to keep the Sanctuary Hosting service user at the heart of what you do
- willing to adhere to Sanctuary Hosting's policies and procedures
- able to uphold confidentiality
- willing to undertake a criminal record check to the appropriate level.

<b>Role</b>	<b>Volunteer Host Support Worker</b>
<b>Hours/ frequency</b>	Sanctuary Hosting expects volunteers to keep in regular contact with the host or hosts they are supporting. Frequency of the contact and email updates provided to the Service Coordinator will be agreed between host and host support worker. We would expect 1-2 updates per month depending on the level of experience of the host and the length of the hosting placement.
<b>Reporting to</b>	Sanctuary Hosting Service Coordinator
<b>Tasks</b>	<ol style="list-style-type: none"> <li>1. Checking in with the host during the first few days of a new placement.</li> <li>2. Providing ongoing support to hosts during a placement to foster a successful hosting placement.</li> <li>3. Reviewing how the placement is going from the host's point of view, spotting any issues that may arise, dealing with them, and/or informing Sanctuary Hosting staff.</li> <li>4. Keeping brief, accurate and factual records of contact with hosts and providing feedback to Sanctuary Hosting.</li> <li>5. In case of any concern or problem the host has with or about the guest, liaising with the guest support worker.</li> <li>6. Attending review meetings between the host, guest, guest support worker and Service Coordinator.</li> </ol>
<b>Additional tasks may include</b>	<p>Host support workers may also assist Sanctuary Hosting staff to appraise people who have applied to be hosts with Sanctuary Hosting and to review other hosting placements in which they are not a support worker. These appraisals and reviews are carried out by the Service Coordinator and a volunteer. This part of the role may include:</p> <ol style="list-style-type: none"> <li>1. Meeting potential hosts who have applied to Sanctuary Hosting and carrying out an informal interview with the Service Coordinator</li> <li>2. Informing potential hosts about the hosting scheme, and the work and ethos of the charity.</li> <li>3. Assessing their suitability as hosts and viewing the room on offer.</li> <li>4. Making a record of the assessment and providing feedback to Sanctuary Hosting.</li> <li>5. Conducting exit reviews with the host at the end of a hosting placement.</li> </ol>
<b>What we offer</b>	<ul style="list-style-type: none"> <li>• Induction training</li> <li>• Boundaries &amp; giving safely training</li> <li>• Refresher training</li> <li>• Peer support training</li> <li>• Ongoing support and supervision</li> <li>• Reimbursement of reasonable travel and other expenses</li> <li>• Membership of mutually supportive Sanctuary Hosting community</li> </ul>
<b>Additional information</b>	<p>To volunteer for this role:</p> <ul style="list-style-type: none"> <li>• You must be aged 18+</li> <li>• You must have a basic DBS check</li> </ul>