



Top Tips - Example Role Description for Warm Banks

What are Warm Spaces? - (Include specific details of your service)

The Cost of Living Crisis will affect everyone this winter and as we move on into 2023, we're seeing more and more need for community spaces in Leeds where people can go to get warm, have a hot drink and some company. Warm spaces are a place to feel safe and supported and be signposted to additional support.

Warm Spaces Volunteers are an integral part of the scheme and play an important role in not only providing the care and warmth visitors deserve but upholding the feeling of safety support of our organisation.

Our services include - (Include a bullet point list of things your organisation or space provides)

- free hot refreshments
- Activities for children and families
- Free access to books, computers and Wi-Fi

Tasks and responsibilities of a Warm Spaces Volunteer (Add/remove as appropriate)

- Welcoming people and help visitors feel at home
- Ready to listen and be supportive
- Signpost visitors to support services if needed
- Serve refreshments to visitors
- Raising any welfare concerns with staff
- Planning and delivering activities
- Working within key policies including Health and Safety, Safeguarding, Confidentiality and Data Protection



Skills & Experience gained (Add/remove as appropriate)

- Good communication Skills, the ability to listen and make conversation
- Activity planning and group facilitation
- Being able to work in a team
- Problem Solving
- Advice and guidance skills and knowledge

Training (Add/remove as appropriate)

Refer to your handbook to find the details of policies and procedures relating to your role. You may be required to complete the following training:

- Induction including the details of your role, key policies and a tour of the building
- Food Hygiene
- Services you may signpost to relating to finance, health and wellbeing

Ongoing Support

Volunteers will be offered ongoing support throughout their volunteering role

DBS

Some roles will require an enhanced DBS, your volunteer manager will advise you of this at application stage