**Role Profile** Volunteer Food Market Receptionist

Reporting to Support and advice team leader

Service YAC Brighton support and advice

Location Youth Advice Centre, 11 St. Georges Place, Brighton, BN1 4GB

# Role Purpose

We are looking to recruit Food Market/ Reception Volunteers with an interest in supporting young people (aged 13-25), through providing information and signposting to services.

We are looking for volunteers who would like experience in a friendly support service for young people. This will involve working at the Youth Advice Centre (YAC) to welcoming young people at reception, keep monitoring systems up to date, answering YAC’s main phone line and developing our social media presence. Key to this role, is supporting our youth-led Food Market project, supporting young people accessing the food market and completing registration forms, taking payments, and supporting the smooth running of the Food Market Tuesday to Thursday between 3-6 pm.

Volunteers will be offered a thorough induction, as well as training and support throughout their time at YAC. Volunteers will be line managed by a member of staff who will support them in the role and can provide references for future applications.

# Project

This role is part of YMCA DownsLink Group. The Youth Advice Centre (YAC) provides information, advice, guidance and support to young people, around a wide variety of issues affecting their wellbeing.

# Responsibilities

* To work within all YMCA DownsLink Group policies and procedures and to abide by the Code of Conduct
* To attend YMCA DLG mandatory training and abide by our policies and procedures on Safeguarding, Health and Safety and Equality and Diversity
* Provide services which will be accessible and responsive to varying needs and adapt support in a holistic personalised way
* Provide trauma informed care environment for its staff and service users
* Offer support at a level appropriate to the needs of the service user
* Seek feedback from the service users on their experience of the support they have received and use the information to develop the service
* To participate in staff and volunteer development, skill sharing, training and supervision as required
* To carry out any other tasks as may be required in accordance with capabilities
* To keep in regular communication with their line manager and inform them of any issues, absence and lateness
* Attend regular supervision sessions with their line manager
* A general commitment to the aims and values of YMCA DLG
* To support staff to manage and organise the office and drop-in areas, ensuring that the space is tidy and well maintained and up-to-date information displayed on notice boards
* To support the service by contacting and following up initial referrals, inviting them to the drop in at YAC for further support and assessment.
* To provide administrative support to the advice team including producing accurate and well-presented letters, assisting with data entry, assisting with reports, and other documentation including publicity and leaflet production, photocopying and filing
* To develop YAC’s social media presence utilising online platforms such as Facebook and Twitter, to promote the work that YAC is doing to support young people in and around Brighton and Hove

# Volunteer Person Specification

* You do not need to have specific formal qualifications, but you will need patience, resilience, empathy and tolerance and a good sense of humour!
* Aged 18 and above
* Not an active service user of the Youth Advice Centre
* Able to relate well with young people
* Willingness to volunteer under the supervision of YMCA DLG staff

# Commitment and Expectations

* We ask that you can support a minimum of 3 hours a week for a 6-month period
* Should you be unable to attend a volunteering session, please provide as much notice as possible
* All volunteers are asked to complete some YMCA DLG mandatory training when they commence their role. We also offer a variety of additional training opportunities and encourage our volunteers to utilise the courses available
* Inform your line manager of any issues, absence, and lateness
* Attend regular supervision sessions with the line manager

# Volunteer Declaration

I understand and agree to the expectations of the role.

Name: Signed: Date: