**VOLUNTEER ROLE DESCRIPTION**

**Title:** **Volunteer Site Maintenance/Handy Man**

**Grade/Salary:** **Unpaid**

**Hours:** **Daytime, Evenings and weekends as agreed**

**Responsible to:** Facilities & Support Manager

**Responsible for:** **No direct responsibility**

**Location:** **St Paul's Hostel, Tallow Hill, Worcester**

**Special Conditions:** Evening Working

**Security Level:** **Enhanced DBS Check**

**Role purpose:**

St Paul’s Hostel has embedded the concepts of Trauma Informed Care across the organisation. All members of our team, paid or otherwise are required to attend a mandatory Trauma Informed training course in order that our model of delivery is consistent across the organisation.

* To provide support in basic DIY and site maintenance tasks in the hostel, offices and surrounding site
* To be available at certain times of the day, as agreed with the Facilities & Support Manager
* Previous experience of working with vulnerable adults is desired, as the volunteer will be required to lone work with clients, but not essential.
* Maintaining our reputation is paramount so you would be required to act as an ambassador for St Paul's and adhere to our policies and procedures

**Main Duties**

To provide basic maintenance and DIY services in order that the hostel and grounds are maintained to a high level , this may include painting, repairs

* To communicate with residents effectively and build a positive relationship with those individuals.
* To ensure that any concerns are reported back to the Manager on Duty that day.
* To adhere to St Paul’s policies and procedures, including Lone Working and Substance Use policies to keep both the volunteer and other residents safe.
* If agreed by the volunteer, to be contacted at short notice in emergency situations
* To notify the Facilities & Support Manager as soon as possible if circumstances change and the volunteer is no longer able to provide services to St Paul’s.

**PERSON SPECIFICATION**

**Volunteer Site Maintenance/Handy Man**

**All jobholders are expected to be able to demonstrate a high level of ability in the core competencies detailed below and to use each and every one in the course of their daily duties.**

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| **ESSENTIAL CRITERIA** | |
| **VEHICLE, LICENSING & INSURANCE**  **EDUCATION & QUALIFICATIONS** | Either own or have access to a car that is in good working order and that you are legally permitted to drive  Hold a full valid Driving License and not more than X penalty points  Business Insurance, enabling the carrying of passengers for business purposes  Relevant qualifications for maintenance work |
| **SKILLS & ABILITIES** | Experience and/or demonstrable interest in property maintenance & DIY skills  Excellent interpersonal and communication skills    Ability to work alongside a wide range of individuals from different backgrounds    Ability to keep calm under pressure and to deal effectively with challenging behaviour    Ability to make decisions within often challenging contexts    Ability to adopt a non-judgmental approach and to treat all individuals with respect, in accordance with St Paul’s Equality & Diversity Policy. |
| **KNOWLEDGE** | An understanding of Homelessness and the behaviours that homeless individuals may display.    Experience of working with others in a team.  Experience of working with vulnerable adults. |

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| **CORE QUALITIES** | Clear understanding and commitment to the diverse needs of single homeless people    A non-judgmental approach    A commitment to Diversity and Equality recognising the need for processes and approach to be flexible and inclusive    A commitment to confidentiality and respect for the dignity of others    An effective and pro-active team player who will support others willingly and guide those who have less experience    A sense of humour and the ability to see challenging situations in perspective |
| **OTHER** | Willingness to undertake duties as requested by Housing staff. |