Welcome Desk Volunteer Role Description

The Welcome Desk is the first-place members come to at Borderlands. Volunteers record attendance of members, volunteers and guests. They make sure that everyone who arrives at Borderlands sees the right team at the Drop-In.

**Location:** The Borderlands Drop-in, The Assisi Centre, Lawfords Gate, Bristol BS5 0RE

**Time Commitment:** Monday 9.30 - 12.30 or Tuesday 9.45 am - 13.30 pm. or Wednesdays 10 am to 13.30. You will need to come to occasionally mandatory training.

**Welcome Desk volunteers.**

* Are eager to learn from other Borderlands members
* Are excited by working within a multicultural team
* Are calm and able to work in a busy environment
* Have basic computer literacy

**Working relationships:** You will work as part of a volunteer team which includes people who are asylum seekers and refugees. You will work closely with the Borderlands Drop-in staff team.

**Specific Duties and responsibilities:**

* Welcoming people
* Recording attendance of the Drop In
* Giving information on which services are available at the Drop In
* Coordinating deliveries or visitors
* Observe confidentiality and work within Borderlands policies and guidelines

**Example morning at Borderlands:**

9.45: Set-up Welcome Desk. Get computer and files ready. Attend volunteer meeting with staff members

10.15: Record attendance of existing members and volunteers. Make sure that new members are welcomed and meet with a member of the signposting or peer mentor teams.

13.15: Begin to pack equipment away

13.30: Lunchtime with members and other volunteers

If you are interested in this role please contact francisco@borderlands.org.uk or 07935484110