



Volunteer/Member Role Description

Role: Limerick Drop In Centre for people experiencing or at risk of Homelessness

In keeping with the ethos of the Society of Saint Vincent de Paul, the Centre offers services that support and improve the quality of the lives of people who are in need in Limerick City and the surrounding area. It offers services that are person-centred, non-directive, non-judgemental and which meet the needs of the whole person.

A major goal of the Centre is to help prevent the progression to homelessness by those in accommodation but vulnerable to becoming homeless.

Our aim is to provide day care services to those who have nowhere to go including,

- people who are rough sleeping, who cannot access hostel accommodation.
- People with accommodation who are struggling to cope and living in relative isolation and poverty.
- People living alone and in need of companionship and contact.

Our Goals are to;

- To meet the basic needs of people who present (food, shelter, shower & laundry services) in a safe, welcoming and non-judgemental environment
- Empower individuals through the provision of advice, support and advocacy
- To create links between service users and other service providers that are best placed to help.
- Offer support to service users particularly those in the initial stages of renting accommodation and to those returning to education.
- Striving for Equality of Health Provision through its work with the Partnership for Health Equity.

Overview of the Volunteer Role

- **Welcome:** A key role of volunteers is to welcome service users and make them feel at ease. They also provide general support to them, conscious of the importance of the social aspect of the centre. Many service users live alone or are experiencing homelessness and the support and care offered can make all the difference in their lives.
- **Coffee Shop:** Volunteers help with the preparation and serving of soup, sandwiches, tea or coffee. Dinners, sourced from outside the centre, are reheated, if necessary, packaged and distributed to service users.

Key Tasks & Responsibilities

1. Ensure service users are welcomed and feel at ease.
2. Provide a listening ear to service users, particularly those who are vulnerable for various reasons and in need of company
3. Build positive relationships with all service users who attend the service.
4. Assist with the preparation and service of food and cleaning of the centre.
5. Uphold and adhere to SVP's policies and procedures and those procedures specific to the Drop-In Centre.
6. Familiarise yourself with the SVP Code of Conduct and adhere to this.
7. Ensure the protection and welfare of children and vulnerable adults attending the service by reporting any safeguarding concerns to the Designated Liaison Person (DLP).



Society of St. Vincent de Paul

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Key Skills, Experience & Qualities

- Patience, resilience, tolerance and flexibility
- A strong commitment and enthusiasm for supporting vulnerable people.
- An ability to express empathy and treat people with respect and sensitivity in a non-judgemental way.
- An ability to bring a sense of positivity to your work by being optimistic, solution focused and being fully committed to your work with service users.
- A willingness to share your passion and particular skill if applicable to your role.

Time Commitment

The exact times and dates will be agreed between the volunteer and the manager. Most Volunteers work at the centre on at least one agreed day a week for 3 hours. We welcome additional time when available.

Induction & Training & Support

Volunteers will complete a comprehensive induction programme with a designated member of the service. This programme will include reviewing the role description, volunteer agreement, the code of conduct, general operations of the service, health and safety information, and safeguarding procedures.

Volunteers will receive a Volunteer Handbook detailing the policies and procedures of our Service that they should familiarise themselves with.

Volunteers will also complete Safeguarding Children and Vulnerable Adult training.

The service manager will provide direct support in the new role. There will be opportunities to debrief where one can discuss any issues that arise during the day. Other members of the team will also provide support on an ongoing basis.

Key Requirements

1. Complete the SVP recruitment process which includes the application form, informal one to one meeting, reference checks and Garda Vetting. (Garda vetting is renewed every 3 years).
2. Complete the full mandatory induction training (max 2 hours) and undertake any additional training provided by SVP from time to time, only where applicable and if necessary.
3. Complete Safeguarding Training as requested.
4. Adhere to SVP's ethos, mission statement, policies and procedures.
5. Commitment to the personal, social and/or educational development of the individual
6. Belief that the best interests of those availing of our services are paramount.

Benefits

1. The opportunity to contribute positively in the lives of vulnerable members of our community to improve their overall well being
2. Personal and professional development in terms of confidence, patience, adaptability, leadership, communication, decision-making etc.
3. General happiness and satisfaction.
4. To make a difference in the lives of others
5. An opportunity to use and develop your own skills, passions and talents.
6. An opportunity to develop friendships and meaningful relationships with like-minded peers

National Children and Family Services Support Coordinator Can Be Contacted on 085 855 6334