



## **ROLE DESCRIPTION- HUB TEAM**

### **Hub Volunteers are:**

- Friendly and approachable
- Non judgmental
- Sympathetic to the Christian ethos of the Princess Project (although they do not need to have a Christian faith themselves)
- Prepared to help out wherever needed
- Good team workers
- Reliable
- Ambassadors for the Princess Project.

### **At the Hub session, volunteers will:**

- Arrive at 9.30am to help set up, staying to help clear-up at the end of the session.
- Help out during the session where needed- follow instructions from team leader but also use own initiative to see what needs doing and do it!
- Tasks may include:
  - Taking drinks orders
  - Making and serving refreshments from the refreshment area
  - Welcoming and talking to mums
  - Keeping an eye on the children, paying particular attention to the front door to make sure no children leave unaccompanied by a parent/guardian.
  - Recording relevant information/data as required (e.g. attendance log)
  - Make Hub Ministry team aware if there is a parent waiting to access the Totcycle area or requiring prayer ministry
- Help pack away afterwards
- Possibly help make deliveries if car insurance permits
- Let the Princess Project team know as soon as possible if you are unable to attend a session you were on the rota for, so that we can arrange cover.

### **Safeguarding and confidentiality**

- If a volunteer has any safeguarding concerns about a family, then they should bring those concerns to the attention of the Princess Project staff member leading the session, who will in turn notify the safeguarding officer if needed. You should not talk about these concerns with anyone other than the Princess Project staff team.
- Volunteers should be mindful of the need for confidentiality- please do not talk about your volunteering work outside of the Princess Project other than in very general terms i.e. do not mention any names or specifics that would allow identification of a family. Some families may have fled domestic violence, and their whereabouts might need to remain concealed

from the perpetrator; other families just might not want others to know that they have visited Totcycle, for example.

### **Representing the Charity**

Volunteers will be representing the charity whilst performing their role. We ask our volunteers to be mindful of this. Volunteers should not offer advice to clients unless this is under the direction and supervision of one of the Princess Project staff team.

### **Financial Considerations**

Any costs incurred during the course of volunteering (eg for petrol/bus fare, or if a volunteer is providing the refreshments) can be claimed back from the Princess Project. Receipts should be obtained and kept for all such expenses, and they should be given to the project leader along with a completed Volunteer Expenses form.

### **Training**

- There is an initial training session for the Hub which volunteers should try and attend if at all possible- if not the team leader or CEO will arrange to go through the information with the volunteer at an alternative time.
- All Hub team volunteers need to complete Princess Project online safeguarding training before starting in their role
- Occasional meetings for Hub volunteers may be held to monitor the effectiveness of the service and get feedback from the team; volunteers should make every effort to attend these meetings if at all possible.

### **Complaints/Grievances**

- If you have any concerns about any aspect of your volunteering, or about anything else concerning the Project, please speak to the Project Leader in the first instance, or one of the trustees if the problem concerns the project leader. For more information see 'Grievance procedures for volunteers' guidance.