

VOLUNTEER PROFILE

POSITION	Chi Winder Breakfast Volunteer		
TEAM	Coastline Homeless Service	LOCATION	Chi Winder
VERSION	1	LAST UPDATED	December 2025

PURPOSE OF ROLE	To assist colleagues with the breakfast set up at Chi Winder Hub and Crisis Accommodation.
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DESIRABLE SKILLS

1. Friendly/ Approachable manner
2. Excellent communication skills
3. Good use of initiative
4. Confident working 1-2-1 or in group setting.
5. An understanding of independent living skills – cooking skills/ knowledge.

KEY TASKS

1. Help set out the breakfast
2. Monitor the breakfast area and keep things running smoothly
3. Be a friendly, welcoming presence for residents and visitors
4. Offer to help make teas, coffees, and toast
5. Ensure the Chi Winder Hub communal refreshments are kept replenished and tidy.
6. Actively engage with individuals in 1-2-1 or group activities, such as having a game of pool or a board game for example.
7. Assist in raising awareness and championing the 5 Ways of Wellbeing: -

Connect
Be Active
Take Notice
Keep Learning
Give

GENERAL TASKS (THIS IS STANDARD FOR ALL VOLUNTEER ROLES)

1. Represent the Company positively with all external agencies.
2. Demonstrate behaviours in accordance with Coastline's values: Put our customers first, Be open, honest and accountable, Value each other, Strive to be the best.
3. Establish, develop and maintain effective working relationships with all colleagues, volunteers, customers and actively promote the buddy system.
4. Ensure compliance with the Company's Health and Safety policies and procedures.
5. Continually promote equal opportunities and customer care in full compliance with the Company's policy and standards.
6. Ensure adherence to the confidentiality policy in all aspects of volunteer tasks/duties.
7. Attend and participate in meetings as required, including supervision and training.
8. Undertake specific tasks and projects as requested.
9. Manage personal 'workload'.
10. Carry out relevant tasks appropriate to this role.
11. Comply with the relevant Company and Group policies and procedures which relate to volunteers.
12. Undertake mandatory volunteer training and any additional training which is deemed necessary for your volunteer role.

REPORTING

Reports to:

- Volunteer & Partner Worker
- Volunteer Manager
- Crisis Accommodation Lead

CONTACTS

Internal

- Head of Supported Accommodation
- Homeless Service Manager & Assistant Managers
- Team Leads & Teams
- Volunteer Manager
- Volunteer & Partner Worker
- Volunteers/ Partner Programme Volunteers

External

- External agencies (statutory and voluntary)