

VOLUNTEER PROFILE

POSITION	Engagement Volunteer		
TEAM	Coastline Homeless Service	LOCATION	Chi Winder
VERSION	1	LAST UPDATED	July 2026

PURPOSE OF ROLE	To build positive relationships with individuals accessing Coastline's Homeless Services, encouraging residents to participate in activities at Chi Winder that enhance wellbeing, promote social connection, and support the productive use of their time.
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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 a small group setting.
5. An understanding of wellbeing and mental health

KEY TASKS

1. Build positive and supportive relationships with individuals accessing the service, creating a welcoming and inclusive environment.
2. Engage with individuals on a one-to-one or small group basis, encouraging and motivating them to access and participate in activities at Chi Winder.
3. Support staff in the delivery of activities and sessions at Chi Winder, responding flexibly to the interests, needs, and wellbeing of individuals on the day.
4. Assist with a range of engagement activities, such as games, arts and crafts, gardening, physical activities, and other resident-led opportunities, under the guidance of staff.

5. Help maintain the breakfast and refreshment area, ensuring it is clean, tidy, welcoming, and well stocked.
6. Support the upkeep of the day centre, helping to keep communal areas clean, safe, and welcoming.
7. Assist staff in gathering feedback from individuals accessing the service to help inform and improve service delivery, including activities.

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 Co-Ordinator
- Crisis Lead & Team
- Volunteer Manager & Volunteer Co-Ordinator

CONTACTS

Internal

- Head of Supported Housing
- Homeless Service Manager
- Team Leads & Teams
- Volunteer Manager, Volunteer Co-Ordinator and Volunteer & Partner Co-Ordinator
- Volunteers/ Partner Programme Volunteers.

External

- Health for Homeless Team
- With You
- Street Vet
- Other external partnership agencies (statutory and voluntary)