



# Role Description - Modern Slavery programme

**Role:** Support Volunteer (reception, room host, refreshments, help desk or crèche staff)

**Location:** Nottingham based

**Accountable to:** Abi Pitt, Local Programme Coordinator

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## Summary of tasks

- To help create a friendly and supportive environment for clients
- To assist in organising group education sessions
- Work as a team to demonstrate healthy relationships in an inclusive environment
- Help people get to know their local city area and services available
- To get to know clients through a mix of social and structured sessions
- Signpost clients to helpful resources
- Introduce clients to specialised services during the session (eg job seeking, debt advice etc)
- To be able to offer specific volunteer duties around one or more of the following roles:
  - **Reception:** Warmly welcome clients and help them feel at ease, sign people in and out, record clients details
  - **Refreshments:** Prepare and serve tea, coffee, refreshments and light food options for clients
  - **Room Host:** to organise, host and facilitate weekly activities (based on group needs)
  - **Help Desk:** to help clients access general community advice or services online (eg, job seeking, application forms, general online advice, printing information needed etc) and facilitate the use of laptops if needed
  - **Crèche staff:** to provide childcare for children accessing the facilities, including organising session materials

## Skills/experience needed

- Interest in The Salvation Army's modern slavery work and sympathy with the general aims and values of The Salvation Army
- Sensitive interpersonal and social skills
- Ability to keep confidences
- Commitment to safeguarding and a willingness to raise concerns where necessary
- Experience of working in a team
- Be able to support clients navigating new situations
- Be able to create a friendly, warm environment and help people feel at ease

## Training provided

- Specialised volunteer, group support and safeguarding training from The Salvation Army's Anti-Trafficking and Modern Slavery Unit (approx. 10 hours spread over 2 separate sessions)
- Relevant online courses via The Salvation Army online portal (self-managed e-learning, approx. 8 hours over the 12-month period)

**Main point of contact:** Abi Pitt, [abi.pitt@salvationarmy.org.uk](mailto:abi.pitt@salvationarmy.org.uk), 07407063026

**Finance:** The role is unpaid but reasonable expenses will be paid including travel expenses.

## Availability

- 12 month commitment period
- Weekly sessions over the period of 2 hours
- To be able to attend initial training as well as further ongoing support/training