

East Surrey Winter Night Shelter Volunteer Training





What a night looks like



- Three shifts – Evening, Night and Morning
- Roles include welcoming, cooking and sleeping!
- All 3 shifts must be filled in order to make the Shelter safe to open



The Evening



Evening

- 6:45pm Supervisors arrive & volunteer briefing, preparation
- 7:30pm – 8:00pm guests arrive
- ~8:30pm Eat together
- 10:15pm to 10:30pm – Volunteers leave / Night arrive

Night

- 10pm supervisor arrives
- 10:15pm volunteers arrive
- 11pm guests go to sleep / quiet time starts
- 6:00am to 6:15am - leave or stay for breakfast

Morning

- 6am Morning team arrives
- 6:30am to 7am breakfast
- 8am everyone leaves the venue

The Dutyman Roster

board < Renewed Hope Trust > | RHT Home - Renewed Hope Trust > | DutyMan > | +

https://dutyman.biz/dmmain.aspx?id=R0001948

Calendar View | List View | Help | What The Symbols Mean

- August 2018
- September 2018
- October 2018
- November 2018
 - Thu 01 November
Drop-In, Our Place, Christ Central, RH1 1LY
 - Fri 02 November
Drop-In, Our Place, Christ Central, RH1 1LY
 - Mon 05 November
Drop-In, Our Place, Christ Central, RH1 1LY
 - Tue 06 November
Drop-In, Our Place, Christ Central, RH1 1LY
 - Wed 07 November
Drop-In, Our Place, Christ Central, RH1 1LY
 - Thu 08 November
Drop-In, Our Place, Christ Central, RH1 1LY
 - Fri 09 November
Drop-In, Our Place, Christ Central, RH1 1LY
 - Sat 10 November
Shrewsbury Chapel, Redhill, RH1 1BH
 - Mon 12 November
Drop-In, Our Place, Christ Central, RH1 1LY
 - Tue 13 November
Drop-In, Our Place, Christ Central, RH1 1LY

ESWNS Volunteer Trainee	19:45	Volunteer Required	✓	
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Thu 22 Nov 2018 Drop-In, Our Place, Christ Central, RH1 1LY				
Drop-In Leader	10:45	John Bartlett	✓	
Drop-In food provider	10:45	Volunteer Required	✓	
Drop-In Volunteer	10:45	Volunteer Required	✓	
Drop-In Volunteer	10:45	Volunteer Required	✓	
Drop-In Volunteer	13:00	Volunteer Required	✓	
Drop-In Volunteer	13:00	Volunteer Required	✓	
Fri 23 Nov 2018 Drop-In, Our Place, Christ Central, RH1 1LY				
Drop-In Leader	10:45	Volunteer Required	✓	
Drop-In food provider	10:45	Volunteer Required	✓	
Drop-In Volunteer	10:45	Jackie Jones	✓	
Drop-In Volunteer	10:45	Alan Hall	✓	
Drop-In Volunteer	13:00	Volunteer Required	✓	
Drop-In Volunteer	13:00	Volunteer Required	✓	
Mon 26 Nov 2018 Drop-In, Our Place, Christ Central, RH1 1LY				
Drop-In Leader	10:45	Anna Coe	✓	
Drop-In food provider	10:45	Volunteer Required	✓	
Drop-In Volunteer	10:45	Volunteer Required	✓	
Drop-In Volunteer	10:45	Volunteer Required	✓	

Home

You are logged in as Anna Coe

What do you want to do next?

Request a duty swap

Volunteer for a duty

Confirm your duties

Events and duties on your phone

Update your contact details

Check your privacy settings

Change your password

Resend your Welcome Message

Duty Allocation Form

Bookmark this page

Make sure you receive emails

Duty swap

Volunteer

Confirm

Export



Volunteering



- Register your shifts on Dutyman – don't just turn up
- Swap with someone or contact the office if you can't attend
- You choose how often and when you volunteer
- The basics
 - Talk informally with guests, keeping your conversation simple and positive
 - Avoid being too direct
 - Stay well clear of controversial issues including religion or politics
 - This is not a time or place to preach
 - Remember that some guests will take a promise very seriously
 - Never argue with someone, if possible
 - Support the shift supervisor and venue coordinator in their decisions

Guests



Reasons for Homelessness

- Addictions to alcohol and/or drugs
- Relationship failure
- Language difficulty
- Waiting for or unable to access benefits
- Educational needs
- Mental health difficulties
- Unexpected circumstances

Guest Behaviours

- How would you feel if homeless?
- Differing social norms and skills
- Boundary pushing – be consistent!
- There's nearly always one.....



Guests



Beware Stereotyping

- Rough sleepers
- Sofa surfers
- Vulnerable
- Accidental
- Long and short term
- Mainly male
- If you needed somewhere for a week / month / longer, how many people could you ask?

Boundaries

- Don't make concessions
- Be comfortably assertive
- Use and explain the rules
- No contraband!
- It's a shelter not a pulpit!
- Guests enter when you are ready and not before.
- Dial 999 if necessary



Health and Safety



- Experience says “This isn't dangerous work.”
- Avoid being alone with a guest.
- Referred guests only.
- Wear your name badge!
- Get help if you think you need it.
- Don't bring valuables.
- Supervisor to keep a log of events – be long winded!



Things You Must Never Do



- Give your surname/address/telephone number etc.
- Give money
- Arrange to meet in the future
- Make private offers of support
- Invite guests home
- Wear inappropriate clothing
- Flirt or form “relationships” with guests



Procedures



- All policies will be on site on the tablet
- Read the volunteer's handbook
- Follow shift supervisors' instructions
- It's a home, not a barracks
- Female guests sleep in the same room, with a chair screen for privacy
- Yellow card, red card!
- Medication



Any Questions?

