



Role Description

Upbeat is a charity that exists to help refugees settle and rebuild their lives in the UK. We work across Derbyshire and want to see 'strangers become neighbours'. Host Derby is run by Upbeat Communities in partnership with The British Red Cross, Derby Refugee Advice Centre, Metropolitan Housing, Derby City Mission and Derby City of Sanctuary. We are looking for enthusiastic, caring and compassionate individuals to join the Upbeat volunteer team.

Volunteer role: **Host Derby Volunteer**

Responsible to: Host Derby Coordinator

Location: Host Derby is based at Overdale House, 96 Whitaker Road, Derby, DE23 6AP, however hosts will accommodate guests in a spare room in their own home

Availability:

- Host volunteers will provide accommodation for a defined and agreed length of time. There will be an introductory trial period of one week and this will be extended with the agreement of the host. We ask hosts to commit, where possible, for up to a month, or longer if they are willing
- Volunteers will also be expected to attend review meetings with the Host Derby Coordinator. The time and frequency of these sessions will depend on the needs of the guest and volunteer.

Main activities/tasks

- Provide a warm, supportive and safe environment for the guest
- Provide a bedroom, clean bedding and towels
- Provide laundry and bathroom facilities for the guest
- Inform the Coordinator if there are any concerns with any aspect of the placement
- Be available to speak to the Coordinator for placement reviews
- Follow Host Derby's guidance and procedures
- Maintain the confidential information of the organisation and of its guests
- Provide contactable referees as agreed
- Attend support and training opportunities
- Provide confirmation of appropriate house insurance cover allowing hosting as discussed with the co-ordinator

Qualities/experience/skills needed

Experience of working with refugees is not necessary, and we welcome volunteers from all backgrounds with all sorts of skills. However, volunteers will need:

- To show empathy and understanding towards the problems facing asylum seekers and refugees, particularly those experiencing homelessness and destitution
- Show willingness to communicate with someone with a different cultural background in your home
- Be able to maintain safe boundaries
- Support and empower the guest to make their own decisions/choices and to live independently within the boundaries set by the house rules agreement
- To be non-judgemental and committed to Upbeat's Diversity and Equality Policy

Essential requirements

- It is hoped that volunteers can commit to the role for a minimum of 6 months
- All volunteers will be required to attend the Upbeat Volunteer Training Programme
- All volunteers must be 18 or over

What's in it for you?

This is an extremely rewarding opportunity to empower local refugees and help them to feel part of the local community. Whilst it is a serious commitment it will come the deep satisfaction of supporting individuals to make a real difference to their lives. In addition to this:

- We will provide a thorough induction to Host Derby and your volunteering host role
- We will provide the training you need to meet the responsibilities of this role
- We will provide opportunities to access peer support from experienced hosts from both Host Derby and other local hosting schemes
- We will hold regular review meetings, discussing your hosting and any successes and challenges
- We provide an 'out of hours' support service which offers support during evenings and weekends for both hosts and guests
- Upbeat also provide all volunteers with access to professionally trained debriefers for confidential support