



Volunteering

Victoria
inSW1.com

BUSINESS IMPROVEMENT DISTRICT

THE PASSAGE

Our mission is to provide resources which encourage, inspire and challenge homeless people to transform their lives.

Based in Carlisle Place, Victoria, the organisation offers a wide range of services, year round to help homeless and vulnerable people. We operate the UK's largest voluntary sector day centre, including street outreach work in our local area and a direct access hostel, Passage House, off the Vauxhall Bridge Road, SW1. We also manage 16 self contained flats in Montfort House which is located above the Day Centre in Carlisle Place, where on-site support workers help residents prepare for moving on to housing association or council accommodation.

VOLUNTEERING

The Passage has a strong culture of volunteering and we are very grateful to those who offer their time and skills to support our work.

We have more than 300 volunteers (leading to a volunteer to staff ratio of 3:1), who help in all areas of the organisation and we are always looking for new ways for volunteers to become involved. If you have strong skills and experience in areas such as fundraising or events management then we would particularly like to hear from you.



THE PASSAGE

HELPING HOMELESS PEOPLE since 1980





Volunteering

VOLUNTEERING OPPORTUNITIES

Here is some information with regards to Volunteering Opportunities with the Passage. All volunteer roles receive support (of varying levels depending on the role) from Passage staff.

Volunteer Drivers

Do you have a clean driving licence? Are you over 25? We are looking for volunteers to drive our Ford Transit, collecting and unloading food in the Victoria area. We also need drivers to help collecting donations and moving clients into accommodation. If you are available any weekday daytimes we would like to hear from you.

Victoria Station Collection Volunteers

Monthly collections at Victoria Station raise a significant amount of money for The Passage. We need volunteers to help with collections in the morning (7.00am to 9.00am) and evening (6.30pm to 8.00pm).

Resettlement Volunteer

We are looking for volunteers who can help clients with the practical elements of moving into a new flat, such as: viewing properties, purchasing furniture, organising deliveries, assisting with setting up utilities and more. Your help will be required approximately once a month so this role would suit someone with a flexible time schedule. Excellent induction training and support is given.



Moving Day Volunteers

We are in need of volunteers who can help clients with the physical part of the move. If you are fit and able to load / unload our van and lift furniture then we could use your help.

Day Centre Kitchen Support Volunteer

The Kitchen Support role involves helping out with our meal services at the Day Centre by serving food, washing up, and clearing tables.

Monday to Friday: Breakfast, 8:00am to 10:00am
Weekend Service: 8:30am to 12:30pm, on a rota basis



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Passage House Kitchen Support Volunteer

Passage House is a 24 hour access hostel for homeless people. It provides accommodation for 49 men who have previously been sleeping rough. Volunteers are needed to help support the chef with food preparation and washing up.

Passage House - Hostel Support Volunteer

This role involves assisting the project workers at Passage House with client work and activities, covering the hostel reception and some administrative assistance. This role may be suitable for someone who is looking to gain experience in the sector.



Reception and Admin Support Volunteer

We are looking for friendly and enthusiastic volunteers to help with answering the phone, greeting visitors, logging post, and covering for lunch breaks in our staff and visitor reception area.

Admin Support Volunteers provide support to our day centre teams with data inputting and filing.

Education, Training and Employment Volunteer

The ETE team provides a range of services from basic literacy training to employment guidance. ETE volunteers assist the staff with the drop-in computer sessions and provide guidance to clients on CV writing and interview skills.

Medical Room Volunteer

The Passage provides NHS services for clients in the day centre. Medical Room Volunteers assist the nurses and doctors by managing client appointments Monday to Friday 8:30am – 1:00pm.

Clothing Store Volunteer

Volunteers help with the day to day running of the clothing store at the day centre. Clothing store volunteers sort and organise clothing into sizes and serve clients from Monday to Friday.



Volunteering

VOLUNTEER RECRUITMENT PROCEDURE

The Passage is committed to ensuring good practice in the recruitment, induction and retention of our volunteers. To this end, our recruitment procedures are as follows:

Step 1 Your Application: If you are interested in any of the roles that are currently available please complete our online application form available at www.passage.org.uk

Step 2 Informal Meeting with our Volunteer Co-ordinator: If there is a vacancy that matches your interests, you will be invited to The Passage for a chat with the Volunteer Co-ordinator and sometimes also the Team Manager, to learn about Passage services, ask questions and discuss the role. Role descriptions are used to determine the best match between your skills and interests and the needs of the organisation.

Step 3 Reference and Criminal Records Bureau checks: We require two references for all new volunteers before we can arrange a start date with you. Some roles may also require a CRB check.

Step 4 Start Date and Induction: Once our Volunteer Co-ordinator has received your references, and your CRB disclosure if required, then we will contact you to arrange a start date. You can expect a warm welcome from our staff and volunteers, a full induction into your role as well as instruction, guidance and support to carry out your role effectively.



IN SUMMARY

Volunteers must be at least 18 years old. Experience of working with homeless people is not essential however you must have empathy, a non-judgmental attitude and be prepared to be flexible. Reliability and good timekeeping are also important.

The Passage is a Christian organisation. Our organisation maintains a Vincentian ethos, respecting the beliefs and cultures of all who use the Passage and work with us.

The Passage welcomes volunteers with complete inclusivity and equality of opportunity, valuing the richness of diversity and respecting the motivation of all who contribute to our work

Thank you for your interest in Volunteering with the Passage.