
VOLUNTEER OPPORTUNITY: First Contact Drop-in Session Team Member

Why do we need you?

Eden Gate is a Local Charity that works in Newport and surrounding areas, working with those that find themselves homeless, experiencing problems with Drugs / Alcohol and Life controlling problems. Eden Gate also works in partnership with Churches and other organisations to help those that are vulnerable and are marginalised in society today.



1st Contact is our outreach/drop-in service that meets with those that have a need to socialise with others over a tea/coffee and biscuits in a relaxed environment, aimed at reducing social isolation. Guests can access this on Tuesday and Thursday evenings from 7-9pm, and Wednesday & Thursday mornings 10am-1pm. Our guests can discuss more tailored support like accessing rehabilitation programs and discussing housing related problems.

Who do you report to?

Assistant Manager

Where will you be based?

Eden Gate

How much time will it take?

We are looking for potential volunteers who can spare 2-3 hours weekly or fortnightly. Available hours are as follows:

- Tuesday 7pm – 9pm
- Wednesday 10am – 1pm
- Thursday 10am – 1pm
- Thursday 7pm – 9pm

If you are unable to attend your nominated day we ask that you inform us as soon as possible so that we can arrange alternative cover.

What will you be doing?

- Attending a drop-in session 15 minutes prior to opening time on your volunteering day/night to set up before the guests arrive
- Provide a warm, friendly welcome to all guests
- Taking a register of each guest upon entry including name, D.O.B and Accommodation status
- Serving tea/coffee/hot chocolate as requested by the guests
- Serving toast/pot noodles as requested by the guests
- Ensuring there are always two volunteers in the kitchen
- Interacting with guests but not being intrusive or offering advice, we provide a friendly environment where people feel safe. Should guests need advice then your role is to direct them to the Operations Manager or Assistant Manager
- To maintain health and safety in the premises
- To report concerns if you suspect someone is at significant risk of harm
- To follow instruction from Team Leader



- Keeping the area clean and tidy. At the end of each session ensuring the kitchen is clean, all windows are closed and that the floor has been swept and mopped.

Who are we looking for?

To carry out this role you will need:

- A kind, compassionate and caring approach with our guests
- An interest in and enthusiasm for the work of Eden Gate
- A commitment to our Confidentiality and Code of Conduct agreements
- Ability to abide by Eden Gate rules

How will you benefit?

- This is an excellent opportunity to volunteer for a small local Christian charity in Newport who work with some of Newport's most vulnerable
- Suitable uniform is provided to all regular volunteers
- Training opportunities will be provided occasionally
- You get to make a difference to people's lives

General Notes:

Your exact hours you can contribute will be discussed prior to placement.

Although we are a Christian charity, you don't have to be a Christian to volunteer with us.

We regret that we are not able to reimburse expenses incurred in travelling to and from Eden Gate or for parking.

This position is entirely voluntary and is therefore unpaid and any agreement may be cancelled at any time at the discretion of either party.

How to Apply:

Please email info@edengate.org.uk so that we can send you an Application form and more information about the different projects we run at Eden Gate.