**Thank you for your interest in becoming a Hub Host Volunteer**

**at REST Norwich**

**Here is a little more information to give you a clear understanding of the role:**

REST Norwich is an exciting new service operating in an iconic Georgian building in Norwich city centre. REST will be a place of sanctuary for some and a place to socialise for others. Norfolk and Waveney Mind are looking for volunteers to provide a warm welcome to visitors and make them feel at home during their visit. REST is about engaging with the local community by offering services and activities that support Wellbeing. We are therefore hoping our Hub Hosts volunteers are as diverse as our Community.

REST is open to visitors 7 days a week from midday to 6pm.

**What does a REST Hub Host Volunteer do?**

Primarily you will be meeting visitors coming in to the main entrance. Your role will be to orientate people to the building and answer general queries about the services and activities available (including the café, library, events and support activities). You will direct and sometimes escort visitors to events and support activities. You will be giving out information and resource materials to the public. You will link visitors who arrive in a state of distress or crisis with a staff member who will provide 1:1 support. You will mostly operate in the entrance area so you will also be responsible for ensuring the area is free of obstruction and remains a welcoming environment

**Who makes an ideal REST Hub Host volunteer?**

Hub hosts are there to make people feel welcome and relaxed so you should be the kind of person that enjoys meeting and talking to new people. You will be enthusiastic and have a passion for helping others. Some visitors to REST Norwich may arrive feeling distressed so it is very important that our hosts are able to listen with empathy and link those individuals with a staff member for 1:1 support without delay. Training will be given but it would help if you had some awareness and understanding of mental health.

**Training and Support**

In addition to an Organisational and a Service Induction…………

* Moving and Lifting
* Safety at Work
* Safeguarding
* Professional Boundaries
* Equality and Diversity
* Prevent
* Named contact
* Regular catch ups
* MHFA (when available)

**If this sounds like an exciting and interesting opportunity, please download the criteria list for more details of the role requirements**