



# community volunteering at Rotherham Rise

role description

**This role is based at Rotherham Rise's community café in the town centre. Our customers describe the café as welcoming and friendly, and we have additional spaces for group activities and events. Having a community café with a wide range of activities is vital to its success, as are its volunteers. This role suits those over 16 years of age who have a passion for making a real difference in the local community.**

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## What a volunteer would be doing...

Within our community café, there are different roles available.

### Café-focused volunteers

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Volunteering support may include:

- Serving customers drinks and light snacks.
- Clearing tables and washing pots.
- Talking to customers about our food and drink options.
- Maintaining cleanliness of environment and equipment.
- Directing customers to tables.

### Activity-focused volunteers

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Volunteering support may include:

- Supporting an activity.
- Leading an activity.
- Setting up and tidying away.
- Supporting and encouraging people who may be new to the group.
- Being approachable to those who have questions.

### Reception-focused volunteers

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Volunteering support may include:

- Welcoming and navigating people to appointments.
- Meeting and greeting those who have booked out rooms for events or may have appointments.
- Preparing and tidying rooms.
- Practical support with the organising of donations and fundraising items.
- Answer the phone.

### Fundraising-focused volunteers

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Volunteering support may include:

- Planning activities and events.
- Supporting fundraising activities and events.
- Encouraging and mobilising support to enable successful fundraising activities.

### Special-interest-focused volunteers:

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To make the community café a vibrant hub of activity we are also keen to hear from individuals and groups who may have a special interest and want to volunteer their time to share their knowledge, skills and experience. For example, can you host a book club, singing sessions, walking group, play music, provide a talk.

Volunteers are also involved with our pre-existing community group activities (e.g., Knit and Natter, British Sign Language Club, Women's/Men's groups, and Tot's Club). We are also keen to involve our volunteers with the development and ideas around new activities for people in Rotherham.

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## Additional Events

You might be invited to help at events, alongside Rotherham Rise staff members, that raise funds or awareness for the charity. These events might be at Rotherham Rise's premises or other venues in the Rotherham borough.

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## What we are looking for from you

- Good communication skills and happy to meet to new people.
- Enjoy working as part of a team.
- Have an inclusive, respectful, and caring attitude.
- Ability to commit to attending induction training and agreed volunteer days/times – our usual volunteering expectation is a **minimum of two hours per week**. However, this is flexible to suit your availability.

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## Important Information

All volunteers will be required to attend an induction training programme.

Volunteering expenses - for travel expenses and, where applicable, food and drink expenses.

As our services work with people at risk, therefore we undertake a DBS check and request references for all volunteers.

We are committed to removing barriers to participation wherever possible. Please get in touch if you want to volunteer but are concerned about any needs you have for (accessibility) adjustments and flexibility: call: 03302020571, or email [enquiries@rotherhamrise.org.uk](mailto:enquiries@rotherhamrise.org.uk)

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## How to apply

You can apply by using our [Volunteering Interest form - click here](#). Once we receive it, we will contact you regarding the next steps. If successful, we will invite you in for an informal interview and a chat about our opportunities. If we have a suitable role for you, we will start to fill out the required paperwork. As part of this process, we request that you provide us with 2 references and consent to a DBS check. Before you start volunteering you will need to attend a volunteering training session.

Each volunteer is different; however, you may be able to start within just a few weeks.

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## FAQ

### **When during the week are volunteers needed?**

Most of our activities are during the week, so we need volunteers who have time between 9am - 5pm; sometimes, this might also involve Saturdays.

**How much time do I need to commit?** We like our volunteers to offer a minimum of 2 hours per week, however, we will discuss this with you to see what would work best for you and for the role that you are interested in.

**How old must I be to volunteer for the Community Cafe?** We are looking for volunteers who are 16 years and older.

**Do I need any experience or qualifications?** No! Our volunteers come from a variety of backgrounds, and each brings something valuable to the project.

**Can I get help with expenses?** Yes! We have funding for travel expenses, and in some cases, food and drinks. Your mentors will talk you through how to claim this.

**Is this opportunity accessible?** We would like our opportunities to be suitable for as many people as possible – if you have access requirements, or additional support needs, we can discuss how we can support you to get involved. If you need help applying, please feel free to contact us for assistance. Tel: 03302020571, or email [enquiries@rotherhamrise.org.uk](mailto:enquiries@rotherhamrise.org.uk)

**Will volunteering affect my benefits claim?** Most people can volunteer without this affecting their benefits claim. However, we suggest you let your benefits advisor know before you start volunteering with us. You can also contact the Citizens Advice Bureau for guidance.

**I'm a parent / carer – can I volunteer?** We understand that volunteers have responsibilities outside of their time with us. Whether you need to give your time more flexibly, start or finish early, or something else – when you apply we will discuss how we can support you to get involved.

**I have a criminal record – can I still volunteer?** A criminal record isn't necessarily a barrier to volunteering with us. When you apply we will ask you to disclose any unspent criminal convictions. We will review this and we will discuss this disclosure with you. All of our volunteers consent to a DBS check – this is a police check.