



Contact: Management Team

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Tel: 01695 455625



VOLUNTEER APPLICATION PACK

Tel: 01695455625

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Registered Office:

2 Gorsey Place

East Gillibrands

Imersdale WN8 9UP

Registered No.



WELCOME TO TWINKLE HOUSE

We are delighted that you have chosen to consider volunteering with us at Twinkle House and want to ensure that your time spent on our premises is both enjoyable and safe.

In this Volunteering Pack you will find information about the various Volunteering opportunities currently available at this time at Twinkle House and an application form can be found with this pack.

Steps to becoming a Volunteer at Twinkle House

- Have an idea regarding what time you can commit to volunteering – whether its once a week, a fortnight, once a month or involved in our fundraising group – we don't mind as long we know so we can make arrangements
- Decide what role you are interested in
- Complete the enclosed Volunteer Application Form and return it to us
- We will contact you to arrange an appointment to visit and discuss your application.
- Please feel free to ask as many questions as you need to as we want to ensure that your experience with us is one that is supportive and positive for you as well as us.

You are always welcome to visit our Centre before completing your Application

Yours sincerely

Twinkle House

Management Team

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What volunteering role suits you?

We at Twinkle House promise you that we will provide a 'nurturing' environment where as a volunteer you can gain confidence, improve and develop new skills as well as sharing your experience and abilities with us. We value all our volunteers and always strive to ensure we are meeting your needs and ours by making sure we are a good fit together

Over the past 15 years Twinkle House has provided numerous opportunities for volunteers. We have supporting a wide range of individuals in gaining specialist skills and knowledge enabling them to gain future employment, student placements along with College and University places. Recongising too the contribution that volunteers have made to us as an organisation – we gain as much from you as you get from us.

Twinkle House has vacancies for volunteers to assist in the following areas:

- Reception and Administration
- Cafe Workers
- Fundraiser / Social Media/ Marketing / Visual Arts

PLEASE NOTE ALL OUR VOLUNTEERS WOULD BE EXPECTED TO:

- Assist when requested with fundraising activities of the Charity
- Attend any relevant training required
- Respond to requests as required by the Manager

Reception and Administration Support - Role Description supporting reception and administration

Training in all processes and procedures will be provided

MAIN DUTIES

- First Point of Contact to the organisation at Reception
- Receiving visitors to the service
- Ensure visitors sign in and out of VISITORS BOOK on Reception (for Fire Safety)
- Register appointments as per our booking system
- Answer telephone calls and enquiries to the Centre, redirect calls where necessary
- Assist with the Specialist Resource Library Service
- Maintain Daily Cash sheet for sessions, recording any cash taken and receipts
- Maintain Information packs (photocopying, stapling packs together)
- General clerical duties
- General administrative duties
- General cleaning as and when required

Café Workers – Role Description

Preferred but not essential as training can be provided:

- Experience of working in a café/catering/kitchen setting
- Food Hygiene Certificate Level 2 or above

Essential:

- Excellent personal hygiene and appearance
- Well organized and able to deal with customers under busy circumstances
- Good interpersonal skills

MAIN DUTIES

- Preparing tea's and coffee and snacks
- Writing up Cafe orders and collating on cash sheet at day end
- Collecting payments from Cafe sales (using cash register)
- Social interactions with service users
- Checking stock levels and recording stock requirements
- Cleaning of the kitchen area and keeping kitchen tidy
- Assisting in keeping Cafe area clean and tidy
- Washing up and storing crockery away

Fundraiser / Social Media/ Marketing – Role Descriptions

These role requires people who want to be involved with the promotion and marketing for the organisation. We are looking for people with skills in social media, marketing and/or fundraising. We would love to hear from you if you have the time to be part of our fundraising team responsible for the promotion and development of our services and to ensure that Twinkle House is as visible as possible not only to our local area but across West Lancashire and beyond.

We have some essentials for these roles which include:

- Excellent communication skills
- Marketing and understanding the need for planning and organisation
- Administration skills in order to implement and organize a series of events on a calendar basis

MAIN DUTIES

- Arranging events and fundraising activities in aid of Twinkle House
- Engaging other people in fundraising activities
- Contacting businesses for support and or sponsorship or in kind services
- Public speaking and attending events where Twinkle House have received donations
- Collecting funds

