

VOLUNTEER ROLE DESCRIPTION

LHA London runs several Hostels in Central London providing accommodation for working people and students. We offer voluntary roles to meet our hostel's operational needs.

Role details

The types of duties which form part of your volunteer role vary from House to House but will usually involve the following:

1. To help set up, serve, clear away at all meal times, e.g. breakfast, evening meals and lunch at weekends. Keep the kitchen, dining room and other catering areas clean. This includes pot washing, cleaning of appliances and operating dishwasher machine.
2. Help the Cook in basic food preparation, put away deliveries and keep the kitchen and cooking utensils clean and tidy.
3. Everyday general cleaning and portering duties covering all areas and to include; the cleaning of showers, toilets, bedrooms, public & communal areas, immediate external areas, kitchens and dining room.
4. Occasional special cleaning, e.g. carpet cleaning, deep cleaning areas, oven cleaning, washing down walls, laundry, cleaning vents and inside of windows.
5. Changing bed linen, counting and preparing laundry for collection.
6. Office duties to include check in/out, dealing with enquiries, taking bookings, responding to complaints, logging / reporting problems and maintenance issues.
7. Night porter duties; offering basic office cover and contact for residents after office hours. Some cleaning duties may also be required.

Details of the Arrangement

As a volunteer you will only be asked to carry out up to 20 hours duties per week, either in the mornings, afternoons or evenings. Volunteers are provided with accommodation, breakfast & dinner *free of charge* but receive NO WAGE.

Accommodation & Hostel Facilities

Accommodation (shared rooms) and meals are provided at the House where you are placed – or the nearest catered site for meals. A deposit will be required by the hostel to ensure the safe keeping of keys and uniforms. Bed linen is provided but not towels. There are laundry facilities and vending machines available. All hostels have internet connections - mostly cabled in the bedrooms, a TV room and sometimes a study room.

Hygiene

Protective clothing is issued and **MUST BE WORN** in the interest of catering hygiene and Health & Safety Regulations. Sensible foot wear must also be worn. Training will be given.

Note

If you wish to be considered for a volunteer role with LHA you should fill in and return the enclosed application form, together with a copy of your passport/ID. Your application form will then be filed according to the date you wish to start your volunteer role. We guarantee to dispose of personal data when we no longer need to keep it for business purposes. We will dispose of the data securely and in a way which does not prejudice the interests of the individuals concerned.

You will hear from us again (usually by telephone or email) as soon as we have a volunteer role to offer you. Being able to offer you a volunteer role depends on availability. We cannot guarantee a definite date in advance as we often get only 7 days notice of volunteers leaving. **THIS FORM DOES NOT GUARANTEE THE OFFER OF A VOLUNTEER ROLE. PLEASE WAIT FOR FURTHER INFORMATION.** If you have any questions do not hesitate to contact us.



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