



## **VOLUNTEER ROLE DESCRIPTION:**

### **Community Hub (Galanos House) Volunteer**

---

#### **Why get involved with the Royal British Legion (RBL)?**

You don't need to be an RBL member or have links to the Armed Forces community to volunteer with us. You'll be joining the UK's leading Armed Forces charity, the heart of a national network that supports our Armed Forces community through thick and thin – ensuring their unique contribution is never forgotten.

RBL provides short or long-term care for members of the Armed Forces community in our Care Homes around the country.

#### **How will I make a difference as a Community Hub Volunteer?**

Galanos House is the first RBL care home to open a community Hub & Café located adjacent to the home.

In this role you will be supporting RBL Care Services through contributing to the smooth operation of the Hub and Café; welcoming residents, relatives, and visitors from the local community plus undertaking a range of varied tasks to support its daily activities.

#### **What will I be doing as an RBL Community Hub Volunteer?**

- Assisting with the meeting and greeting of residents, relatives and visitors to the Hub and Café, providing a friendly, welcoming, and helpful service including:
  - Monitoring “chatty bench/table” and conversing with visitors
  - Assisting with the Hub and Café events and functions
  - Clearing café tables and wiping down tables
  - Helping maintain the Hub and Café information and notice display boards
  - Selling Poppy Shop merchandise, including the maintenance of displays, re-stocking items, showing items to customers and operating the till, card payment systems and cash handling.
- Responding to general queries about Galanos House/RBL Care Homes, and the Hub
- Referring specific enquiries about Galanos House to members of staff and/or signposting individuals and families to other suitable support provided by RBL

#### **What skills and experience would I need, or could I develop?**

- Enthusiastic, friendly with a willingness to get involved
- Interpersonal skills to communicate with others, engaging with residents, relatives, staff and other visitors to the Community Hub
- Retail experience and numeracy skills to support the sale of Poppy Shop items
- A broad understanding of the work of RBL and the different ways it supports the Armed Forces community.
- A commitment to acting in line with RBL policies and procedures, including those relating to data protection; confidentiality; safeguarding; health and safety and equality and diversity

**This role is purely voluntary, and this arrangement is not meant to be a legally binding one or an employment contract.**

## What support will be available to me?

- An initial 2 day induction, followed by annual refresher training.
- A designated person to discuss your volunteering with
- Direct support from the staff team at the Community Hub and Café
- Training and opportunities for further development.
- Appropriate resources such as a volunteer agreement that outlines what you can expect from us plus the expectations we have of you

## What else do I need to know?

**Where:** Volunteering will take place at the Galanos House Community Hub & Café, Southam, CV47 2BL.

**Time commitment:** *Insert time commitment here*

**Contact:** *Insert contact name here*

**Training/Resources:** The following training must be completed within three months of being selected:

- Introduction and Welcome to RBL
- Health and Safety
- Food Hygiene Safety
- Mandatory volunteer learning modules with annual refreshers

**Expenses:** Reasonable out-of-pocket costs, including travel between your home and the Hub, will be reimbursed.

**Additional Information:** The minimum age for the role is 18 years old  
Enhanced (without barred) DBS check required  
You must be able to give two\* satisfactory references

\*If you are already a RBL volunteer, we will only require one reference from your RBL contact.

**(We reserve the right to carry out additional screening if we consider it appropriate to do so).**

**Covid – 19:** RBL Covid-19 secure guidance and risk assessments along with any current Government Guidelines must be implemented/adhered to.

## What are the benefits for me?

- Launching a brand-new community resource venue
- Being part of a committed and friendly team
- Use existing and/or develop new skills
- Build confidence and make new friends
- The opportunity to make a difference to the Armed Forces community

## RBL values and behaviours – does the following describe you?

- Passionate about supporting the Armed Forces community and honouring their contribution
- A desire to provide great support in all that you do
- Enjoy and thrive in working in teams and with others
- An encourager, eager to share your knowledge and experience to help others
- Committed to being the best you can and to learn and develop new and existing skills

**This role is purely voluntary, and this arrangement is not meant to be a legally binding one or an employment contract.**