



ON-SITE VOLUNTEER - MINISTRY JOB DESCRIPTIONS

Nature of the Position

The Cathedral Café on-site volunteer directly enables and exercises a ministry of hospitality and safety for homeless and precariously housed members of the Hamilton community.

Outline of Responsibilities

On-site volunteer undertakes one or more of the following tasks before, during and after the hours of the Centre's operation:

Greeter/Reception Volunteer:

- Arrives for designated shift on time and signs "Volunteer/Staff Log";
- Attends volunteer briefing with St. Matthews House staff 15 mins prior to start of shift;
- Works to ensure that guests of the centre gather in a physically distanced manner in the Bishopsgate forecourt of the Cathedral;
- Greets prospective guests at doors in safe, respectful and caring manner;
- Conducts oral registration and records and maintains guest information on the supplied "Visitor Log";
- If guest is new to the Cathedral Café, escorts guest to Myler Hall and introduces guests to a station host (where the guests will be offered light refreshments);
- Refers to Supervisor or Staff if additional support is required.
- At end of shift, signs out in "Volunteer/Staff Log".

Host/Refreshment Volunteer:

- Arrives for designated shift on time and signs "Volunteer/Staff Log";
- Attends volunteer briefing with St. Matthews House staff 15 mins prior to start of shift;
- Sanitizes surfaces in Myler Hall;
- Organizes food and drinks;
- Prepares coffee, tea, light refreshments, etc;
- Assists with kitchen duties, including dish washing;
- Presents guests, in a safe manner, food and drinks;
- Verbally interacts with guests in safe, respectful and caring manner;
- Refers to Supervisor or Staff if additional support is required.
- At end of shift, signs out in "Volunteer/Staff Log".

Cathedral Cafe Supervisor (St. Matthews House full time paid staff):

- Arrives half an hour in advance of and half-hour after centre's hours of operations;
- Monitors washrooms, as possible and necessary;
- Ensures presence, adequacy and preparation, where needed, of:
 - reception staff and team of trained volunteers for the shift;
 - staffing (outreach, kitchen manager, cleaner and security)
 - provision of personal protective equipment [PPE] for volunteers and guests (as required);
 - materiel for sanitizing centre spaces;
 - food and drinks for guests;
 - programming, social service, public health, medical and police referral resources;

- Maintains supply of naloxone kits for overdose responses & bins for safe disposal of needles; and,
- coordinates logistics for acquisition and delivery of materiel for centre operation with off-site support staff.

Skills & Experience

- Commitment to social justice for homeless and precariously housed persons
- Generosity of spirit and hospitable nature and orientation
- Awareness of diversity of lived experience of socio-economic, social skills and mental health challenges
- Well-boundaried maturity of person and demonstrated ability to work in a team

Boundaries & Limitations

Commits strictly to:

- Maintain personal boundaries with guests
- Respects confidentiality
- Works in a group setting; and,
- Reports incidents or concerns to the Centre Coordinator

Support, Supervision & Training

Onsite orientation provided;

Training in administration of Naloxone;

Supervised and supported by the Cathedral Café Supervisor.

Participation Group

Individuals may be homeless living “rough”, in shelters, residential care facilities and precariously housed, food insecure, lacking facilities for personal hygiene. May also be living with treated or untreated mental health challenges.

Risk Assessment Review

Risk	Description	Rating
Participant	Homeless and precariously housed adults	High
Setting	Cathedral Café in group setting	High
Activity	Hospitality, sanitization and preventing spread of infection	High
Supervision	May be in one-on-one interaction with guests; but operating within line of sight or earshot of other staff and volunteers	Medium
Nature of Relationship	Limited to centre’s hours of operation	Medium
Degree of Authority	Some Authority	Medium
Physical Safety	Risk of infection and harassing behaviour	High
Financial	No financial involvement	Low
Privileged Information	Some possession of privileged information	Medium
Damaged Reputation	Potential risk of damaged reputation	High

Consensus of Risk Assessment = High

Screening Requirements

A signed declaration and a reference recommendation.

Benefits to the Volunteer

- Satisfaction of making a profound difference in the lives of those living on the margins of our society, who are at significantly increased risk of infection, loneliness and food insecurity.
- Increases safety and bonds of community; meeting and being blessed by interactions with those we might not normally have the opportunity to relate to personally.
- Witnesses to the love of God in the risen Christ.