



## Free Shop Volunteer Role

### About ABC

Aid Box Community exists for the relief of poverty and financial hardship of refugees and asylum seekers in the UK by providing free and essential living items. We operate out of a warm and welcoming hub, where people are free to come and 'shop', have a cup of tea and a chat. From here, we also promote the integration of refugees and asylum seekers through the signposting of partner services for appropriate.

**Our vision** is a world where every refugee and asylum seeker are given the opportunity to start a new life.

**Our mission** is to uphold the basic rights of refugees and asylum seekers by providing practical aid, support, and direction and, by doing so, making their daily lives a little easier.

**Our Values:** Aid Box Community welcomes displaced people with open arms into the ABC family. Together, we will provide choice, love, hope, advocacy, and a space where everyone belongs, and everyone is important.

Aid Box Community currently works with more than 600 refugees and asylum seekers living in and around Bristol.

### Free Shop Volunteer Role

<b>Purpose of role</b>	ABCs Free Shop aims to provide a choice of free clothing, shoes and household items. and dignity to in need refugees and those seeking asylum in Bristol
<b>Session Details</b>	<p><b>When:</b> Monday – Friday 10.30am – 3.30pm  <b>Location:</b> 174B Cheltenham Road, BS6 5RE</p> <p><b>Structure:</b>  10.30am – Volunteers arrive  10.45am – morning briefing  11am – Shop opens  3.30pm – Shop closes</p>
<b>Key Roles &amp; Responsibilities</b>	<p><b>Meet &amp; Greet Hosting</b>  Welcoming visitors  Follow Free Shop guidelines in signing in visitors using IT systems  Communicating how the Free Shop works  Hosting visitors around hub  Signposting as necessary</p> <p><b>Dispenser Assistant</b> (Toiletries, underwear, nappies)  Greeting and welcoming service users  Assisting service users in selecting as required  Follow Free Shop guidelines regarding how many items/ packs/bottles per person/family</p>

	<p>Supporting service user in packing and ensuring they have found what they need on this occasion.  Signposting where necessary.  Keeping toiletries area well stocked.  Communicating with team re items that are low in stock.  Keeping area tidy.</p> <p><b>Aid Donation Sorters</b>  Receiving donations from the public  Sorting donations systematically and distributing as necessary  Follow Free Shop guidelines on 'Quality Control' to ensuring only suitable donations are kept.  Stocking Free Shop as required</p> <p><b>Floor Assistant</b>  When required, supporting service users to locate items needed  Follow ABC guidelines to ensuring Free Shop area is well stocked, tidy and in order</p> <p><b>Welfare and Safeguarding:</b></p> <ul style="list-style-type: none"> <li>• For safeguarding or welfare concerns please speak with Sam or Carol Ann at the hub, or to Imogen</li> </ul> <p><b>Aid Box Community may request tasks other reasonable tasks be carried in in addition to your main job role.</b></p>
<b>Communications</b>	Email and Whatsapp
<b>Training</b>	ABC will provide training relevant to the role.
<p><b>Volunteer Requirements:</b></p> <ul style="list-style-type: none"> <li>• Interview</li> <li>• 2 x References – 1 character Reference, 1 Professional Reference</li> <li>• Enhanced DBS at a cost of £15 to volunteer</li> <li>• Completed Induction session</li> <li>• Completed Volunteer Agreement</li> <li>• Complete ABCs Training Program which will include sessions on:  Safeguarding, Mental Health First Aid, Asylum in the UK, Cultural Awareness</li> </ul> <p><b>We welcome applications from those from a diverse range of backgrounds and with multiple languages.</b>  <b>Applicants must be over 18 years of age.</b></p>	