

# Pecan Volunteer Recruitment Pack

## ROLE DESCRIPTION

<b>Title</b>	'Together at Pecan' Welcome Café Volunteer
<b>Team</b>	Together
<b>Hours</b>	Monday's and/or Tuesday's 12.30pm – 3.30pm
<b>Location</b>	121a Peckham High Street, SE15 5SE

### About This Role

Pecan is developing a 'Community Hub' style one-stop-shop to create a space where everyone is welcome to find support, advice, friendship, learn new skills, find work and more. As we build the Community Hub, we are piloting one aspect of it '**Together**', which is a place to come in from the cold and engage with the hobbies and activities that are shared and co-produced; a place to make connections, explore well-being and spirituality, where everyone is seen, known, heard and valued.

Volunteers are essential to the running of Together by nurturing a sense of loving community and a culture of welcome for everyone who comes through our doors. This is an opportunity to work in the heart of Peckham where you will help us to create a safe space whilst giving back to your community, developing your existing skills, learning new skills and increasing your circle of friends.

At present we are looking for people who can volunteer time during the specified hours, although further flexibility on days and times will become available as Together becomes more established and opens more often.

The role description provides an overview of what is needed, but we encourage volunteers to feel able to bring their skills, knowledge and ideas to the café.

## Main Responsibilities

1. Welcome visitors and work with other members of the café team to provide the best service for guests.
2. Support guests to engage with activities and with the group.
3. Engage in creating an open, transparent, communicative, and supportive environment for guests, volunteers, and staff, through participating and getting involved in all aspects of running Together.
4. Leading/creating fun activities such as crafting or games, based on your own likes and skills.
5. Setting up for each café session including getting the hot water urn ready, making sure there is milk etc.
6. Taking refreshment orders, serving warm soup and roll and/or drinks and snacks to guests, cleaning/tidying up throughout and after the session.
7. Ensuring the café environment is clean, tidy and safe.
8. Reporting any concerns (health and safety, safeguarding etc.) as soon as possible to a member of staff.
9. Taking in food deliveries.
10. Restocking the café.
11. Ensuring that waste is disposed of appropriately and that bins are cleaned at the end of the day.
12. There will be other duties as they arise, and you may be asked to assist a member of staff with duties that are not outlined above.

## We want to hear from you if you:

- Are 18 or older
- Are friendly, with a positive attitude towards mental health, a team player, with the ability to problem solve and show initiative
- Understand the importance of supporting people in the community
- Are calm, reliable and have a flexible attitude
- Are a people person
- Have excellent communication and people skills
- Want to learn more about the work of Pecan

## About Pecan

### Brief History

Pecan is a registered charity and a Company Limited by Guarantee that was established in 1989 as a response by the local churches to provide practical and emotional support to people challenged with barriers and difficult situations such as unemployment, a criminal record, hunger, disability and even a lack of confidence in seeing an end to the struggles they face. Our heart continues to be in Peckham with an outreach across the borough of Southwark and other communities in our great capital city. For more information on [our history](#), and our [Mission, Vision and Values](#), please visit our website.

### Teams & Services

We currently have 30-40 members of staff that work across our different teams and projects including; [Together](#), [Women's Services](#), [Peckham Pantry](#), [Foodbank](#), Central Services. We are governed by our [board of trustees](#) currently consisting of 11 members, and we also have around 100 volunteers who support our projects over the year. Please visit our [website](#) for more details on our [team members](#) and services.

## Why volunteer for Pecan

For thirty years, Pecan has been working in the community of Southwark supporting individuals to transform their life. We now seek ambitious, collaborative people passionate about our cause to join us at this exciting time. We are a very diverse employer and strongly welcome applications from people of all backgrounds. As a Pecan Volunteer, you will have the opportunity to:

- Assist the organisation to help transform the lives of the most disadvantaged people in our community
- Be part of a friendly team and supported in your role
- Access training and development as appropriate
- Find out more about Pecan's other projects
- Be refunded reasonable travel expenses (and lunch expenses where applicable)

## How to Apply

Pecan is committed to recruiting with care and to safeguarding and promoting the welfare of vulnerable people and expects all staff and volunteers to share this commitment. Some posts will require a DBS check to be undertaken. Having a criminal record will not necessarily disqualify you from acquiring the post. Pecan is an equal opportunities and disability-friendly employer. We guarantee to offer an interview to those with a disability who meet the minimum criteria.

**Please submit your expression of interest and all recruitment queries to [careers@pecan.org.uk](mailto:careers@pecan.org.uk).** To be directly informed about all of our volunteer and career opportunities, please keep an eye on the [volunteer](#) and [vacancies](#) page of our website, or join our careers [mailing list](#).

We look forward to receiving your application.