

## Domestic Volunteer

### Role Description and Person Specification

**Hours** – Various

**Reporting to** – Centre Coordinator

#### Role Description

The Domestic Volunteer plays a key role in keeping The Anthony Seddon Centre clean, safe, and welcoming for everyone who visits. A tidy, well-maintained environment helps create a calm and comfortable space for those seeking support with their mental health.

This role is perfect for someone who enjoys hands-on tasks, takes pride in keeping spaces clean, and wants to make a real difference behind the scenes.

#### Main Duties and Responsibilities

- Helping to keep the centre clean and tidy, including hoovering, mopping, wiping surfaces, and general cleaning.
- Checking and restocking cleaning materials so supplies are always available.
- Making sure health and safety procedures are followed, such as:
  - Storing cleaning materials properly (working under COSHH requirements).
  - Keeping passageways clear and free from hazards.
  - Removing rubbish and ensuring waste is disposed of safely.
- Helping to create a welcoming atmosphere by ensuring all areas remain presentable and comfortable.

#### General Responsibilities

- Follow health and safety guidance to keep yourself and others safe.
- Be respectful and inclusive; we welcome people from all backgrounds.
- Follow the charity's policies and procedures to keep everything running smoothly.
- Join in with training where needed so you feel confident in your role.
- Lend a hand where you can; whether it's cleaning up after an event or making sure supplies are stocked, every little bit helps!

#### Person Specification

##### Knowledge and Experience

- Experience working with people with mental health issues is preferable but not essential.

- Experience working with basic cleaning supplies and materials is preferable but not essential.

### **Skills and Personal Qualities**

- Ability to build positive relationships.
- Ability to demonstrate a professional and organised approach to the role.
- Ability to communicate in a clear and meaningful way.
- Ability to deal with interruptions, be flexible, and quickly adapt to change.
- Ability to work on their own initiative and demonstrate good problem-solving capabilities.
- Ability to maintain personal and professional boundaries.
- Ability to maintain confidentiality and to challenge any breaches of confidentiality by others.
- Ability to commit to volunteer hours as agreed with the General Manager
- Ability to commit to attending all training as requested is deemed suitable for this role.

### **Physical, Mental, and Emotional Effort**

This role may involve supporting people who are experiencing distress or difficult emotions. While most conversations will be positive and supportive, there may be times when someone is struggling, upset, or frustrated. As a volunteer, you'll be expected to listen with empathy, stay calm, and know when to get support from staff if needed.

You won't be expected to handle difficult situations alone, we'll always make sure you have guidance and support in place.

### **The Anthony Seddon Fund's Commitment to Our Volunteers**

We truly appreciate our volunteers and want to make sure you feel valued and supported. In return for your time and passion, we offer:

- **Training & Development** – Access to in-house and external training to help you build skills and confidence.
- **Expenses Covered** – We'll reimburse reasonable travel and parking expenses.
- **A Supportive Community** – Be part of a friendly, welcoming team that makes a real difference.
- **Recognition & Appreciation** – Opportunities to celebrate your contribution, whether that's through events, thank-yous, or volunteer rewards.
- **References for the Future** – If you volunteer with us for **6 months or more**, we'll be happy to provide a reference.
- **Personal Growth & Wellbeing** – Volunteering can be a great way to boost your own confidence, wellbeing, and sense of purpose.

