



## Volunteering Briefing Sheet

The Clock Tower Sanctuary (CTS) is a charity established in 1998. Our mission is: “to prevent vulnerable young people from becoming part of the long-term homeless population”.

To achieve this mission we provide a safe space in central Brighton for homeless, and insecurely housed, young people (aged 16 – 25) to use during the day. The centre is a place where Clients can escape some of the pressures of living on the street, where they can access showers, food, laundry facilities and other support. We also run creative and educational activities such as life skills courses, music, photography and outdoor pursuits.

CTS employs a small team of paid staff and volunteering is at the heart of our organisation. To be able to open and to operate our services, we are very reliant on having sufficient numbers of well-trained Volunteers. Without them, we could not open. So it is therefore incredibly important that our Volunteers are committed and will attend regular, agreed shifts.

## The main way to be involved with The Clock Tower Sanctuary is as a Centre Volunteer.

If you become a Volunteer, CTS offers you:

- The chance to gain experience at the ‘coal face’ of tackling homelessness
- Induction training (covering awareness of our client group’s issues, homelessness in our City, core policies and procedures, professional boundaries, signposting etc.)
- Further external and specialised training (e.g. in safeguarding, mental health, alcohol/substance addiction, suicide and self-harming, homelessness prevention etc.) which is provided throughout the year
- Opportunity to become trained to deliver AQA accredited LifeWise life skills courses
- Opportunity to help shape the organization and to contribute to new ideas of how we can help our client group
- A supportive, inclusive, diverse and team-focused working environment
- Reimbursement of travel costs

## There are some key points to consider if you would like to become a Volunteer:

- We rely on volunteers to run our service. Commitment and professionalism is absolutely essential
- A Centre Volunteer should be able to work a minimum of one shift per week, between Monday to Saturday.
- We ask for a minimum commitment of 6 months. CTS has to invest a considerable amount of time and resources in training and supporting volunteers, and in ensuring continuity and regular, reliable opening times. Regrettably we do not have the resources or opportunities to take volunteers for short periods
- Volunteers also need to attend and complete our initial Volunteer Training Programme. This is currently 3 x 2 hour sessions where you get to meet other new Volunteers
- Consider your own ‘resilience’: CTS works with some of the most disadvantaged and excluded groups, who can often exhibit challenging behaviours
- Everyone working at CTS will be subject to a Criminal Record Disclosure Check (‘DBS’, formerly ‘CRB’).
- CTS Volunteers must be over 18 years old, and should not be related to (or have outside contact with) an existing CTS client.

## About the Centre

The Day Centre is open 6 days a week, Mon- Sat, for a general drop-in from 11am-3pm. Usage of the Centre varies but we average 20-25 Clients per day.

We provide the following facilities for our clients:

- Showers and toilets
- Clothes washing & drying
- A well-stocked kitchen, with free food, where clients can cook meals
- Computers and internet access
- Use of telephone
- A library of information about relevant local services (e.g. health, housing and advice organisations) and assistance in contacting and engaging with those services
- A Crisis Fund, whereby in an emergency, Clients can be provided with financial assistance towards clothing, travel and accommodation costs
- A 'social area', where clients can relax, play games and chat

The Centre Volunteer role is to enable the safe and efficient operation of the Day Centre. This can include supervising Clients' use of the kitchen facilities, interviewing new clients, ensuring that Clients observe the Centre's policies, staffing the Centre's reception, being a 'listening ear' for Clients, helping them with issues surrounding accommodation, benefits applications, accessing health services.

We also run a series of activities, outside drop-in hours, throughout the week including music, yoga, day trips, In2Work sessions and many others.

## How to Apply to be a Centre Volunteer:

If you would like apply, please:

1. Read the Role Description, Person Specification and decide whether the role is right for you
2. Complete the Volunteer Application Form
3. Complete the Equal Opportunities Monitoring Sheet
4. Return these to [recruitment@thects.org.uk](mailto:recruitment@thects.org.uk) or alternatively post to the address below

We welcome applications at all times, and we are committed to improving and expanding our volunteer resources. Although we will always acknowledge receipt of all applications promptly, your application may not be taken-up until we have a suitable opening within the team; your application may remain on file until such an opportunity arises.

Once we are able to progress your application, we will notify you and take-up your references. We will then ask you to attend an informal interview. If this is successful, we will offer you a volunteer role (subject to a satisfactory DBS check). If you would like to discuss any aspect of the application process or volunteering roles, please contact the Services Manager, Shaun Cheeseboro.

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