

## Volunteering Opportunity

### Tea Bar Volunteer



#### **General overview of role:**

The tea bars play an important role in the prison visits room. In providing refreshments, they support both families and prisoners, help to create a social atmosphere, enable the visitors to do something for the prisoners, ease tensions and generally contribute to the quality of the visits.

Volunteers in this role will be based in the Tea Bar in the prison visits hall inside the prison. Volunteers will serve visitors with refreshments during visiting hours. Volunteers will be required to volunteer in the Visitors Centre Volunteer role to gain the experience needed for the Tea Bar, and until their prison security check is completed.

#### **Tea Bar Role description:**

Main tasks will include:

- Provide a warm welcome to all visitors to the tea bar
- Treat all visitors with respect and show courtesy at all times
- Treat all information in strictest confidence
- Serve refreshments to visitors
- Ensure all cash is accounted for at the end of your shift and banked as per your local instructions
- Maintain a high level of cleanliness in all work areas
- Leave the tea bar clean and tidy for the following team
- Ensure stock levels are replenished at end of shift

#### **Skills required:**

- Friendly
- Approachable
- Courteous
- Well organised
- Punctual and Reliable

#### **Location:**

HMP Durham, HMP Frankland and HMP&YOI Low Newton in Durham, HMP Holme House in Stockton and HMP Northumberland in Morpeth, HMP Kirkclevington Grange in Yarm.

#### **Expenses:**

Public transport costs or mileage up to 22 mile radius at 40p per mile.

#### **Training**

- Initial project induction and training
- Level 1 Safeguarding training available
- Invite to Nepacs Generic induction
- Volunteer meetings are held at regular intervals throughout the year
- NEPACS offer a training day for all volunteers annually
- Volunteers are eligible to attend some prison organised training

#### **Commitment**

NEPACS asks volunteers

- To commit to the project and its purpose and give notice of absence as soon as possible
- To undertake an induction programme
- To agree to a DBS check and prison clearance (this will require a form of photo ID)

Volunteers can expect

- Support from staff
- Training opportunities
- Invitation to volunteer meetings
- Recognition of their work

**To apply:**

Please download an application form from our Volunteer Opportunities page of our website or contact: [volunteering@nepacs.co.uk](mailto:volunteering@nepacs.co.uk) , or ring us on 0191 375 7278.