

POSITION DESCRIPTION

Role	Holy Grounds – Team Support Volunteer
Role Purpose	This is a special role at the core of our mission and purpose, to provide a safe and welcoming space for people to connect or find connection. Team Support Volunteers will form an integral part of our team for both our volunteers and our customers. Team Support Volunteers will support the day to day running of Holy Grounds, being present to help and assist the front of house and barista volunteers, assist with any programs being delivered, support any offsite presenters with getting to know the space, and be a strong advocate for the unique purpose that shapes Holy Grounds.
Team Leader	Team Leader – Holy Grounds
Benefits of the Role	An opportunity to work with a diverse team of volunteers to create a safe and inclusive space for community to connect. Opportunity for intergenerational volunteering experiences which may lead to mentoring opportunities for some of our more vulnerable volunteers. A great opportunity to make connections with each other.
Key Tasks	<ul style="list-style-type: none">• Be present in the hub.• Offer a friendly greeting to our customers.• Support the front of house team and barista with the smooth running of the hub – wiping down a table is a great segway into a chat!• Subtly immerse yourself in our space.• Respectfully get to know our volunteers and customers.• Be prepared to have a chat.• Listen – active listening training will be available.• Get involved with programs delivered at Holy Grounds• Assist any presenters where necessary with setting up of Holy Grounds for program delivery.• Have an understanding/willingness to learn, of services nearby to direct those in need.
Personal qualities and requirements	<ul style="list-style-type: none">• Reliable• Trustworthy• A good listener• A willingness to open your heart and mind to others
Support and training	<ul style="list-style-type: none">• Support from the Team Leader and Cathedral staff and clergy.• Each other (!)
Holy Grounds Opening Hours	<ul style="list-style-type: none">• Monday – Friday with potential for additional hours for special events. Shift A: Open – 7.45am – 11am Shift B: Close – 10.45am – 2.15pm
Safe Ministry	<ul style="list-style-type: none">• Compliance with Diocesan Safe Ministry protocols and requirements including but not limited to; National Police clearance and prescribed training.