

## VOLUNTEER PROFILE

<b>POSITION</b>	Garden Projects Volunteer		
<b>TEAM</b>	Coastline Homeless Service	<b>LOCATION</b>	Chi Winder / Camborne
<b>VERSION</b>	1.1	<b>LAST UPDATED</b>	July 2025

<b>PURPOSE OF ROLE</b>	To assist with the development and delivery of Coastline Homeless Service's garden projects, in partnership with colleagues, volunteers and individuals accessing our service.
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## DESIRABLE SKILLS

1. Gardening experience
2. Friendly/ approachable manner
3. Excellent communication skills
4. Good use of initiative
5. Confident working 1-2-1 or in a group setting
6. An understanding of wellbeing and mental health

## KEY TASKS

1. Assist colleagues, volunteers and individuals accessing our service with the co-creation and development of the gardening projects.
2. Establish a rapport with residents; keeping them motivated and engaged in attending the garden project sessions.
3. Promote people's self-confidence, wellbeing and positive mental health in line with the 5 ways to wellbeing:
  - Connect
  - Active
  - Take Notice

- Keep Learning
  - Give
4. Build positive relationships with colleagues, other volunteers and supporting organisations.
  5. Continue to maintain the garden projects in circumstances where residents are unable to attend.

#### GENERAL TASKS (THIS IS STANDARD FOR ALL VOLUNTEER ROLES)

1. Represent the Company positively with all external agencies.
2. Demonstrate behaviours in accordance with Coastline's values: Put our customers first, Be open, honest and accountable, Value each other, Strive to be the best.
3. Establish, develop and maintain effective working relationships with all colleagues, volunteers, customers and actively promote the buddy system.
4. Ensure compliance with the Company's Health and Safety policies and procedures.
5. Continually promote equal opportunities and customer care in full compliance with the Company's policy and standards.
6. Ensure adherence to the confidentiality policy in all aspects of volunteer tasks/duties.
7. Attend and participate in meetings as required, including supervision and training.
8. Undertake specific tasks and projects as requested.
9. Manage personal 'workload'.
10. Carry out relevant tasks appropriate to this role.
11. Comply with the relevant Company and Group policies and procedures which relate to volunteers.
12. Undertake mandatory volunteer training and any additional training which is deemed necessary for your volunteer role.

#### REPORTING

Reports to:

- Volunteer & Partner Worker
- Assistant Manager of Families & Client Development
- Volunteer Manager & Volunteer Co-ordinator

## CONTACTS

### Internal

- Supported & Extra Care Manager
- Service Manager & Assistant Managers
- Team Leaders & Teams
- Volunteer Manager, Volunteer Co-ordinator and Volunteer & Partner Worker
- Volunteers/ Partner Programme Volunteers.

### External

- Health for Homeless Team
- With You
- Street Vet
- Other external partnership agencies (statutory and voluntary)