



Role Title:	Residential Intern
Responsible to:	Deputy Manager / Manager
Main purpose of role:	To assist with the provision of the day centre's basic services to clients. To gain skills and experience in regard to the operation of the drop-in service by helping at reception, working in the canteen, assisting the health team, engaging clients in conversation and activities, participating in client groups and activities and a range of other practical tasks.
Number of interns: Or volunteers on duty	3-5
Number of paid staff on duty:	3-4

Duties and responsibilities:

As part of a rota, working with the other interns

1. Clients

- 1.1. To interact with the clients, such as; general conversation and supporting and encouraging meaningful activities.
- 1.2. When necessary shadow and/or assist Project Workers in their work with clients, both at the centre and off the premises, such as visiting other projects, taking a client to a hospital or a hostel if appropriate.
- 1.3. To observe the atmosphere of the centre and communicate any concerns to other members of staff and interns and volunteer team.
- 1.4. To respect clients' rights to confidentiality

2. Service Provision

- 2.1 To assist with the preparation of the reception and main area of the day centre prior to opening.
- 2.2. To assist in the canteen to serve breakfast/lunch and refreshments (making tea and coffee as necessary)
- 2.3. Help with the making and giving out of sandwiches and other simple snacks, when necessary.
- 2.4. To keep the serving area clean, tidy and help chef as required.
- 2.5 To assist project workers supporting clients within the employment support sessions
- 2.6 To assist the health team with facilitating patients to and from these services
- 2.7. To assist with the storage of luggage and manage the clothing store.
- 2.8. To assist with giving out donated goods to clients, such as; food, bedding, toiletries etc.

3. Administration

- 3.1. Check the intern and volunteer rota to identify your tasks for the day.
- 3.2. To gain organisational and administrative skills through operating a computer based client registration system, appointments for clients, managing client post amongst other duties.

- 3.3. To assist in the day centre reception area as appropriate such as such as; answering telephone and door buzzer (a paid staff member will always be supporting you)
- 3.4 To keep the reception area clean and tidy.
- 3.5 To assist the project staff as necessary.

4. Meetings

- 4.1. To support and co-operate with the other interns, volunteers and members of staff.
- 4.2 To attend regular intern, volunteer meetings, staff meetings and casework meetings.
- 4.3 To attend monthly group reflective practice meeting for front-line staff, interns.
- 4.4 To attend bi-monthly reflection group led by the WLM Chaplain.
- 4.5. To take part in the daily briefing and debriefing sessions with the staff team before opening and closing for the day centre.

5. Supervision

- 5.1. To attend monthly supervision and take responsibility to ask for support if needed at any time.

6. Training

- 6.1. To participate in training events and activities to support your internship.

7. General Responsibilities

- 7.1. To be committed to the ethos and values of the West London Mission.
- 7.2. To ensure the implementation of the West London Day Centre's Equal Opportunities Policy in all areas of work.

Any other tasks which the Manager/Deputy Manager may feel suitable or necessary commensurate with the role, to ensure the smooth running of the centre.

This is not a job description

WLDC Residential Intern Person Specification

During the selection process we will be looking for successful candidates who can demonstrate the following competencies:

- Personal effectiveness
- Organisation and delivery of results
- Proactivity and initiative
- Creativity and problem-solving
- Communication
- Managing self and relationships with others within the team
- Customer/Client focus & managing diversity
- Using IT

Essential Personal Attributes:

- To be committed to WLM values and ethos.
- To be committed to the care of single homeless and people undergoing resettlement
- Readiness to work within a framework of anti-discriminatory practice
- Attitudes and aptitudes appropriate to the caring professions including
 - (i) Ability/aptitude to be an active and empathetic listener
 - (ii) Ability/aptitude to communicate well with people whose behaviour can sometimes be dysfunctional
- Understanding of professional boundaries and confidentiality

Qualifications Sought:

Essential

- Education to GCSE level or equivalent

Skills and Experiences Sought:

Essential

- Experience of supporting/helping single homeless people or other groups of similarly disadvantaged or disempowered people
- Ability to work as part of a team
- Ability to administer and organise own workload
- Good standard of written and spoken communication
- Experience of giving accurate, detailed information to others

Desirable

- Previous work experience with people who are homeless
- Experience of keeping concise and detailed records

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