

## WINTER 2020/21 HOLLAND HOUSE & NEW MANSION HOUSEKEEPING VOLUNTEER ROLE DESCRIPTION

LHA London has been providing high quality accommodation in London since 1940 and now have thirteen large hostels providing affordable accommodation for nearly 2000 people in the capital. COVID-19 has presented us the opportunity to do more to support people faced with the prospect of homelessness over the winter 2020/21. We will be repurposing two of our properties in partnership with a homeless charity to accommodate guests who would otherwise be forced to sleep on the streets of London and require a team of volunteers to support the operation.

### Role details

As a housekeeping volunteer you'll be at the forefront of our operations as part of the housekeeping team you'll help to maintain the highest possible standards of cleanliness for our residents.

The types of duties which form part of your volunteer role vary from House to House and can change from day to day but will usually involve the following:

1. Everyday general cleaning and portering duties covering all areas and to include; the cleaning of showers, toilets, bedrooms, public & communal areas, immediate external areas, kitchens and dining room.
2. Occasional special cleaning, e.g. carpet cleaning, deep cleaning areas, oven cleaning, washing down walls, laundry, cleaning vents and inside of windows.
3. Changing bed linen, counting and preparing laundry for collection.

From time to time you may be required to help in other areas.

### What's in it for you?

- You'll get fully trained in a key industry skill
- Have opportunity to be part of a team working environment
- Develop your language skills
- For many volunteers it's an opportunity to develop confidence and self esteem whilst experiencing new cultures
- Not to mention you'll be living in the heart of London

### Details of the Arrangement

As a volunteer we recommend you carry out a minimum of 20 hours volunteering a week to get the most from this opportunity but of course if you have more time available more help is always welcome. Times are flexible with three main shift times mornings, afternoons and evenings. For this opportunity accommodation is provided *free of charge*, and in catered sites breakfast & dinner is provided, please note this is a volunteer role and no wage is payable.

### Accommodation & Hostel Facilities

Accommodation in a single sex shared room and meals are provided at the House where you are placed – or the nearest catered site for meals. In self-catering sites kitchen facilities are provided for your use. A deposit of £30 will be required by the hostel to ensure the safe keeping of keys and uniforms. Bed linen is provided but not towels. There are laundry facilities and vending machines available. All hostels have WIFI, a TV room and sometimes a study room & Gym.

### Hygiene

Protective clothing is issued and **MUST BE WORN** in the interest of catering hygiene and Health & Safety Regulations. Sensible foot wear must also be worn. Full training will be provided for all roles.

### Note

If you wish to be considered for a volunteer role with LHA you should complete the application form. Please note - It is the applicant's responsibility to check if you are eligible to volunteer in the UK and apply for any visa's as required. You will be asked to provide a copy of your passport as proof of ID prior to commencing and volunteering opportunity. Your application form will then be filed according to the date you wish to start your volunteer role. We guarantee to dispose of personal data when we no longer need to keep it for business purposes in line with our data protection policy.

You will hear from us again (usually by telephone or email) as soon as we have a volunteer role to offer you. Being able to offer you a volunteer role depends on availability. If you have any questions, please do not hesitate to contact us.