

## The Margins Project

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### VOLUNTEER TASK DESCRIPTION - DROP-IN

**Task Role:** Volunteer at drop-in  
**Responsible to:** Currently to Head of Margins  
**Purpose of Role:** To provide support running the drop-in service.

### Background Overview of Services

#### About The Margins Project – Summary

The Margins Project, founded in 1992, is part of the Union Chapel, a charity supporting people facing homelessness, poverty, mental health challenges, and social isolation. Although we are based in Islington, our services reach individuals across London.

During the pandemic, Margins became a key hub for emergency support and continues to see significantly increased demand. Alongside our twice-weekly drop-ins, we run art sessions, and provide access to computers for job searches and essential online services. Margins also runs a four-month catering training programme, with over 40% of participants progressing into work or further training.

#### Drop-In Services

We run drop-ins every **Monday and Wednesday from 11:00 a.m. to 1:00 p.m.**, supporting **70+ guests** each session. Volunteers arrive earlier to help prepare the dining hall.

Services include:

- Hot meals
- Showers
- Limited clothing
- Advice on benefits, housing, and welfare
- Follow-up appointments for further support

We also help with:

- Shelter referrals
- Debt management
- Housing applications
- Benefits issues
- Emotional support and a safe space

#### Volunteer Duties

Volunteers help create a safe, welcoming environment and may:

- Greet guests and offer tea/coffee
- Support staff with guest registration and identifying needs
- Assist guests in accessing food, showers, and clothing
- Help with cleaning during and after sessions
- Collect supplies when needed
- Support simple administrative or IT tasks

#### Person Specification

**Essential:**

- Good communication
- Empathy and compassion
- Proactive, supportive attitude

**Desirable:**

- Experience with vulnerable or homeless individuals
- Basic IT skills