

Volunteer Handbook

Volunteer Handbook


the **Friary** **Working**
locally to end
homelessness

January 2020

Friary Drop-In Limited. Registered in England and Wales Number 3190740
Registered Office: 46 Musters Road, West Bridgford, Nottingham, NG2 7PR.
Registered Charity Number 1056825

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Introduction

The Friary appreciates your offer to consider working on a voluntary basis and hope you find fulfilment in working with those who have so few of life's advantages.

This handbook introduces the Friary, what it does, who it helps, how it is organised and the vital role that the volunteers play in delivering the many services that we offer. Please read it as it contains important information that you need to know, whether you are currently a volunteer or are just thinking about it. If after reading this, there is anything that you are unclear about or you have further queries, please speak to the relevant project leader.

Structure of the Organisation

Trustees

The Board of Trustees is responsible for the overall management of the project. The Board make the major decisions regarding policy, finance and development and are responsible for the employment of staff. The staff are responsible for the day-to-day running of the Friary and volunteers work under their supervision.

Volunteers

Volunteers play a vital role in the delivering of many of the services that the Friary provides (food, drink, laundry, small household items / bedding etc., and gardening). There are regular meetings of volunteers to discuss the work of the Friary. Volunteers are urged to attend these and raise any issues or ideas that they feel are relevant to the development of the Friary.

The Day Centre

Background

The Friary was founded in 1988 by Ann Bremner MBE and 20 volunteers. This was a result of concern about the lack of any day care facility for the many homeless and unemployed people in West Bridgford and Rushcliffe area. It offered free and cheap food, clothing and most importantly support and help. The churches have welcomed other members of the community as volunteers and supporters of the project and today the Friary has a wide representation of interested bodies among its workers and network.

Originally it was set up as a one morning a week coffee and biscuit drop-in with average attendance of 15 people a week. The Friary has now flourished into a well-respected registered charity open six days a week providing a range of support services and professional surgeries.

Opening Hours

The Friary is open all year round including Bank Holidays. On a Monday, Wednesday and Friday it is open from 8.30am until 1.00pm, for a general drop-in session. On a Tuesday and Thursday from 8.30am to 11am it is open for the Rough Sleepers Breakfast. There is also a fellowship meeting on Sunday evenings between 8.00pm and 9.00pm.

Services Provided

1. Welfare rights
2. Housing and legal advice
3. GP
4. Community Nurse
5. Mental health support
6. Drug counselling
7. Alcohol counselling
8. Community allotment
9. Polish translator
10. IT room
11. Hairdresser
12. Optician
13. Foot Care specialist

Client Group

Every session sees an increase in the number of people attending. At present we see on average 90 per session. Some have tenancies; either private, council or housing association but most live in private rented rooms/bed sits. Some stay in the hostels and night shelters in the city. A higher percentage are sleeping rough. Most service users attend the Friary regularly and many have done so for several years.

Everyone uses the Friary for social reasons, meeting friends, making new ones. Most use it for food and drink, to use the shower and laundry facilities, or clothing and toiletries. The various advice and support services mentioned earlier are used by nearly all at some time. There is a wide age range from teenagers through to people in their eighties. The Friary's open door policy welcomes everyone equally.

Volunteering at the Friary

All volunteers carry out a valuable role for the Friary, using many different skills.

Volunteer Roles

1. Coffee Bar
2. Allotment
3. Administration Assistant
4. Sunday Fellowship
5. Driver
6. Driver's Mate
7. Sales
8. Store Room
9. Ludlow Hill Sorting & Storage depot
10. the Friary's laundry / ironing
11. Service users laundry
12. I.T.
13. Food preparation

Expectations of Volunteer

It is important that volunteers participate in any relevant training to do with their role, and attend supervision sessions. Volunteers are expected to attend volunteer meetings to share ideas and experiences with staff and other volunteers.

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Volunteers are asked to let their supervisor know if they are unable to attend a session, as someone else may be able to cover. At the end of six volunteer sessions, a mutual decision will be made as to whether you are happy working at the Friary and want to continue.

What you will not be expected to do

As a volunteer for the organisation, you will not be expected to do the work of paid staff.

If a client/visitor is causing a problem (e.g. verbal abuse or threatening behaviour) you will not be expected to try and resolve the problem. Instead, you should contact a member of staff immediately who will then sort out the problem.

I. The Coffee Bar

The Drop-In Centre and the Coffee Bar are open every Monday, Wednesday and Friday, including Bank Holidays, for all of the year.

Breakfast and drinks are free, cobs 20p and dinner £1.00

The Coffee Bar functions with the help of volunteers working generally in two shifts from 8am to 11:00am and from 11:00am to 1.30pm.

Location:

the Friary, 46 Musters Road, West Bridgford, Nottingham, NG2 7PR, Telephone: 0115 982 5448

Regular times you can volunteer:

Induction and training may take place at other times to suit

- **Monday** 8am – 11am or 11am – 1.30pm
- **Wednesday** 8am – 11am or 11am – 1.30pm
- **Friday** 8am – 11am or 11am – 1.30pm

Supervisor: General Manager

Role Description

- To welcome visitors to the coffee bar
- To help set up the coffee bar for the session
- To prepare hot and cold meals and drinks
- To be aware of health and safety
- To serve visitors food and drinks
- To take donations for chargeable items
- To seek advice from a member of staff if required
- To keep surfaces and dishes clean and tidy during a session
- To clean the cake display cabinet at the end of the session
- To help clear away and wash up at the end of a session

Skills and Experiences Required

- A friendly attitude
- The ability to treat people fairly and equally
- The ability to stay calm
- An awareness of health and safety
- The ability to follow instructions
- A willingness to undertake a Basic Food Hygiene certificate if requested
- Awareness of confidentiality and to uphold professional boundaries.

2. The Allotment Project

At the Friary a large amount of food is given out to service users either as food parcels or through the coffee bar which operates during our drop-in session hours.

In order to try and ensure that there is enough nutritious food to give out to service users and those in need, there are 3 allotment sites on which fresh produce is grown.

The Friary has assembled a team of volunteers to help maintain and harvest these crops for the benefit of our service users.

Role Description

To help to carry out gardening tasks to maintain the allotment site and grow seasonal produce, including:

- Sowing seed
- Pricking out plants
- Planting out
- Digging
- Weeding and watering
- General tidying and housekeeping

Skills and experience needed

- The ability to carry out physical tasks
- The ability to learn from instruction
- An awareness of health and safety
- A willingness to join in
- The ability to work as a team

Location:

the Friary allotments are on Kingston Road, the allotment site opposite Asda on Loughborough Road, West Bridgford, Nottingham.

Regular times you can volunteer:

Induction and training may take place at other times to suit

Times to volunteer on the allotment are flexible.

Please advise the General Manager as to your availability

Supervisor: General Manager

3. Administration Assistant

General administration duties to help the organisation manage day to day office routines efficiently and effectively.

Role Description:

- General office duties including photocopying, laminating and filing
- Typing documents, thank you letters and general correspondence
- Distribution, collating and envelope filing of mailings
- Updating contact database
- Shredding of documents
- To make or receive telephone calls or emails

Skills and experience needed:

- Good computer skills including Microsoft Office (Word and Excel)
- A level of organisational ability, attention to detail and accuracy
- Good literacy and communication skills
- An ability to work flexibly, to understand and follow procedures
- An awareness of confidentiality

Location:

Mainly at the Friary Office, 34a Musters Road, West Bridgford, Nottingham NG2 7PL. Please note that as the offices are on the 2nd floor the volunteer will need to be able to manage steep stairs. Occasionally at the Friary, 46 Musters Road, West Bridgford.

Regular times you can volunteer:

Induction and training may take place at other times to suit

- **Tuesday** Morning Afternoon
- **Wednesday** Morning Afternoon
- **Thursday** Morning Afternoon

Supervisor: Office Manager

4. Sunday Fellowship Volunteer

Role Description:

- To assist with the making and giving out of cake and drinks during the fellowship session.
- To make the visitors feel welcomed to the service.

Skills and experience needed:

- The ability to learn from instruction
- An awareness of basic food hygiene
- Approachability and friendliness
- An awareness of confidentiality and to uphold professional boundaries

Location:

the Friary, 46 Musters Road, West Bridgford, Nottingham
NG2 7PR

Regular times you can volunteer:

Induction and training may take place at other times to suit

Sunday 7.30pm - 9pm

Supervisor: General Manager

5. Driver

Role Description:

- To drive the van to collect donated goods from donors. Donations will include items such as: white goods, small home furnishings, bric-a-brac, clothing, bedding and electrical items
- To assess risks around transporting heavy or awkward items
- The role will also include delivering items to clients as instructed. These items will need to be transported into the clients' homes
- To return goods to storage or dispose of them as requested
- To uphold professional boundaries and awareness of confidentiality
- To carry out safety checks on the vehicle before each use

Skills and experience needed:

- Must have a full current UK driving licence.
- An awareness of health and safety
- The ability to carry heavy or awkward items

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Location:

the Friary, 46 Musters Road, West Bridgford, Nottingham NG2
7PR

Regular times you can volunteer:

Induction and training may take place at other times to suit

Tuesday and **Thursday**

Supervisor: General Manager

6. Driver's Mate

Role Description:

- To assist the Driver with collecting donations from people's houses and delivering goods to service users
- To direct the Driver to the destination
- To work with the Driver in assessing risks around transporting heavy or awkward items
- To uphold professional boundaries and awareness of confidentiality

Skills and experience needed:

- The ability to learn from instruction
- An awareness of health and safety
- The ability to carry heavy or awkward items
- Banksman – confident in giving instructions to the driver when manoeuvring backwards.

Location:

the Friary, 46 Musters Road, West Bridgford, Nottingham NG2 7PR

Regular times you can volunteer:

Induction and training may take place at other times to suit

Tuesday and Thursday

Supervisor: General Manager

7. Sales Volunteer

Role Description:

- If availability suits, the volunteer will assist with the setting up of the hall prior to the sale
- On the sale day itself volunteers are to oversee a stall and name the prices for each item for customers.
- Volunteers will collect the money from the sale of the items and hand it to the Sales Organiser at the end of the sale
- Again, if availability suits volunteers will assist in the clearing up of the hall after the sale

Skills and experience needed:

- The ability to carry potentially awkward or heavy items is desirable but not essential
- The ability to act as a salesperson for the purposes of the sales
- Must be friendly and approachable but also have the confidence to negotiate with buyers
- The role will involve handling money so some experience of sales is desirable but not essential

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Location:

Sales are currently held at a variety of venues in the West Bridgford area.

Regular times you can volunteer:

the Friary sales take place on an occasional basis on a Saturday Morning.

The time on Saturday mornings varies dependent on the venue.

Supervisor: Sales Organiser

8. Store Room Volunteer

Role Description:

- Store room volunteers will assist in the sorting and storing of welfare resources such as clothing, food and household items on the Friary premises. This will involve sorting out donations as they come in and storing the resources in the appropriate place in our store room. The role may also include tidying the store area where necessary.

Skills and experience needed:

- The ability to learn from instruction
- The ability to carry and store donations (this may involve working on a small step ladder)
- Creative thinking around how to make the most of what storage space is available to the Friary is welcome.

Location:

Volunteers will operate on the Friary premises: 46 Musters Road, West Bridgford, Nottingham. NG2 7PR

Regular times you can volunteer:

Induction and training may take place at other times to suit

There is a large amount of flexibility around when you can volunteer from Monday to Friday between the hours of 8.30am and 4.30pm. Please specify your availability when applying for the role and the Friary can reach a regular volunteering time to suit.

Supervisor: General Manager

9. Ludlow Hill Depot Volunteer

Role Description:

- Receive donations from the public
- Assist in the sorting and storing of donations such as clothing, food, household items and sale items.

Skills and Experience needed:

- The ability to learn from instruction.
- The ability to carry and store donations (this may involve working on a small step ladder).
- The ability to work as a team.
- Approachability and friendliness.

Location:

Volunteers will operate at the Friary depot at 6c & 6d Ludlow Hill Road, West Bridgford, Nottingham, NG2 6HF.

Telephone 0115 998 1764

Regular times you can volunteer:

Regular times, but hours flexible between 10am and 3pm on a **Tuesday** or **Thursday**.

Supervisor: Development Worker

10. the Friary's Laundry / Ironing

Role Description:

- Sort and fold the Friary's laundry (tablecloths and towels)
- Feed the laundry through the rotary iron

Skills and experience needed:

- Ability to learn from instruction
- Awareness of health and safety

Location:

Volunteers will operate on the Friary premises: 46, Musters Road, West Bridgford Nottingham NG2 7PR

Regular times you can volunteer:

Induction and training may take place at other times to suit

Hours are flexible on **Monday to Friday**

Supervisor: General Manager

11. Service Users Laundry

Role Description:

- To shake and place washing in the machine
- To transfer washed laundry into the dryer
- To fold the laundry and return it to the bag, ensuring correctly ticketed

Skills and experience needed:

- Ability to learn from instruction
- Awareness of health and safety
- Awareness of confidentiality

Location:

Volunteers will operate on the Friary premises: 46, Musters Road, West Bridgford Nottingham NG2 7PR

Regular times you can volunteer:

Induction and training may take place at other times to suit

Hours are flexible on the mornings of **Monday to Friday**

Supervisor: General Manager

12. IT Volunteer

Role Description:

- To assist the Friary Service users in IT
- Assist service users with online benefit claims; job search and housing applications.

Skills and Experience needed:

- Good Computer skills, including Microsoft Office (Word and Excel)
- Good internet skills and an awareness to work within the standards of good practice.
- An ability to give instructions.
- Approachability and friendliness.
- Awareness of confidentiality and to uphold professional boundaries.

Location:

Volunteers will operation in the IT suite on the Friary premises; 46 Musters Road, West Bridgford, Nottingham, NG2 7PR.

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Regular times you can volunteer:

- **Monday** **9.30am to 1.00pm**
- **Wednesday** **9.30am to 1.00pm**
- **Friday** **9.30am to 1.00pm**

Supervisor: IT Advice worker

Health & Safety

The health and safety of all our volunteers is of prime importance. All volunteers must be aware of the Health and Safety Policy of the Friary. Different sites and volunteering roles will have additional needs, which will be covered by your supervisor.

No volunteer should use any equipment unless they are trained in its use. If you are unsure – ask.

Volunteers should not be under the influence of alcohol or other drugs.

Any illness or health problems should be reported to your supervisor. If an accident occurs it must be reported and a record made in the accident book.

Hazardous chemicals should be stored and used as per manufacturers' instructions. Chemicals should only be used by volunteers who are fully conversant in their use.

All volunteers are insured for personal accident as well as third party cover as required by law.

Guidance & Security

The organisation is fully covered for insurance relating to the work of the volunteers. However, no volunteers should undertake any task unless they have been instructed by their supervisor. If you have any doubts you should ask for guidance. No volunteers should offer advice to service users and should refer any enquiries to paid staff (who are insured).

Re-imbusement of travel expenses incurred as a result of your voluntary work is available. You should speak to your supervisor for details.

Any conversation overheard as part of your work should be treated in the strictest confidence and should not be repeated. If you are concerned by any information that you have heard you should speak to your supervisor.

Do not lend money or goods in kind. This could lead to misunderstandings and problems. Instead, any donation you wish to give should go through the Friary. If someone has financial problems refer them to staff, who may be able to help.

Do not give out your address, telephone number or other personal details; they may get into wrong hands. The Friary does not give anyone's name and address as a matter of policy.

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Do not accept invitations to visitors homes or other social events, this could lead to misunderstandings or you could be putting yourself at risk.

Do not bring any valuables to work; there are no secure store places available for use.

All volunteers must abide by the policies and procedures of the Friary.

All volunteers are requested to inform their supervisor of any change of address, phone number or email.

Do not wear nail varnish when working behind the coffee bar.

Training & Supervision

All volunteers must be willing to undertake training and induction as appropriate to their role. Day-to-day support will be given by your supervisor. Recruitment, supervision and management of volunteers is the responsibility of the General Manager. Any queries or complaints will be dealt with by the General Manager.

Induction Program which will include -

- Background information and structure of the Friary
- Staffing information, project layout and facilities
- Support and supervision arrangements
- How to claim expenses
- Insurance cover provided by the Friary
- Health & Safety
- Complaints
- Fire regulations
- Grievance procedure
- Absence
- Use of relevant equipment
- Equal opportunities and practice
- Training opportunities
- Confidentiality and access to information
- Opportunity for volunteers to raise questions