

# Volunteer Handbook

2017/2018





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**Welcome** to the Helping Hands Charity. We are delighted that you are interested in joining our charity as a volunteer. This pack introduces you to the charity and includes details of

- Our Work
- A brief history of the charity
- Policies and procedures you should be aware of

## **Our Work**

The purpose of our charity is to help local people in need in the areas of Leamington Spa, Warwick and Kenilworth and surrounding areas.

We currently provide the following services:

- **House to Home Project** – We take in donations of Household goods, (furniture, sofas, chest of drawers, wardrobes, beds, table and chairs, kitchenware, clothing/shoes, childrens toys, baby equipment, bedding, sleeping bags, rucksack/handbag collection, toiletries, white goods and other electricals such as iron, TV, microwaves). We have a storage facility in which volunteers help to collect, sort, and deliver items to people in need.
- **Homeless street outreach** – We run a soup kitchen 3 times a week to the homeless and vulnerable people on Newbold Terrace In Leamington Spa between 6pm-7.15 pm during the Spring/Summer. During the winter months, we run this from our drop-in cafe on Gloucester Street (The Lighthouse). We give out hot/cold drinks, food donated by local companies and the general public. It is an opportunity to build trusting relationships with our clients, to socialise with them, and provide information about any extra support available to them ( In - house evening support also coming soon)
- **Charity Shop** (Opened Oct 2016) This is an opportunity for volunteers to work in our charity shop alongside supported volunteers. Items sold in the shop will be donated from the general public. All referrals who come via agencies have access to free items. All other items are for sale to the general public at a small cost. There is a meeting room in the premises where visitors can be offered a cup of tea, and clients can be offered further support and referred to other agencies if necessary (see day time activities below)
- **Mentoring & Befriending** – A vital link to the world for the isolated, vulnerable and lonely. We work with PATHWAYS mentoring scheme ran through St Marys Church in Leamington Spa. Clients are matched with vetted and trained volunteers for regular meetings and goal setting for the future.
- **Day time Activities** – group work/sessions/courses/skills learning/health promotion (smoking cessation/depression support group/healthy eating & nutritional, financial advise, budget cooking, up - cycling furniture (Coming soon)



- **Schools work/Talks** – We do regular talks about our work in local schools and other local agencies/businesses and share about our work with the homeless and those in poverty
- **Yearly fundraising events** – Sponsored Annual Sleep Out/Walk a mile in my shoes/yearly dinner auction event
- **Regular events** – Pamper Event/Easter & Christmas collections – We gather volunteer hairdressers/nail technicians/therapists twice a year to give our clients the pamper session they deserve. It helps to build self –esteem, confidence and they always feel that little bit better about themselves when they leave. This is held twice a year. We also do Easter and Christmas collections, so volunteers often help with sorting, collecting and deliveries
- **Advocacy and Referring to other useful agencies** – Such as CAP (Christians against Poverty - finance advise), Pathways - (mentoring scheme), Leamington & Warwick Food Bank, Counselling Services, Housing Advise, Rehabilitation and detox facilities



## **BRIEF HISTORY OF HELPING HANDS**

**Helping Hands Community Charity** started in 2012 by a lady in Kenilworth who wanted to invite a homeless man back for Christmas Lunch. Proving difficult to arrange, she decided to go to a local Homeless shelter instead, to help serve Christmas lunch. Before she went she decided to put out an appeal on her Facebook page, asking for donations to take with her to the shelter, and she was inundated by the response. With the help of other volunteers, the items were taken to the homeless shelter, and those they brought back were given to local families in need. This was the start of Helping Hands.

Since then, it has grown from Kenilworth, through to Warwick and Leamington and now receives regular requests and referrals from local agencies and organisations, asking for items for local people in need. Helping Hands still request for items on their Facebook page, 'Helping Hands Community Project', and the community still generously respond by donating Household essential items, furniture, clothing, baby equipment, footwear, food, bedding and soft furnishings to give out to local people in need.

In the Spring 2015, Helping Hands Community Project were offered the opportunity to run the Leamington Soup Kitchen to the Homeless, following the closure of Leamington Christian Mission who ran their project for over 24 years. The Soup Kitchen is now run on a Tuesday and Thursday, every week on Newbold Terrace, at the side of Jephson Gardens, and soon to start on Monday evenings from our new premises on Gloucester Street, Leamington. With a committed group of volunteers, we are able to provide clothing, sleeping bags, footwear, tents, blankets, toiletries and food to the homeless in Leamington Spa.

We are supported by several local organisations and companies who regularly donate food to the soup kitchen, and several local businesses and churches regularly support us through financial giving. Without this support we could not continue and develop our work to local people in need.

We also can refer our service users to other local helpful agencies and organisations such as the Leamington and Warwick food bank, mentoring schemes, counselling, housing advisors, debt centres, and also to nationally recognised detox and rehabilitation centres.



In December 2015, we acquired our shop premises on 12 Gloucester Street, and in 2016 we opened our first charity shop and a drop-in centre enabling volunteer opportunities for some of our clients and for them to have access to further support. The building will provide space for group work, skills learning and other services to be developed.

### **Who we are**

Helping Hands Community Project became a Registered Charity in March 2015 (registered no. 277354 ). The foundation of our charity is based on Christian values though our supporters, volunteers, clients and service users are from all different faiths and none. We are governed by a small number of local trustees and also receive additional support and guidance from our advisory group.

We have one member of the team who is paid 10 hours administration time and the rest of the team are volunteers. We work in close partnership with other charities in the area, such as PathWay Mentoring, who help our service users and clients to move forward in their circumstances.

### **Our mission**

Our charity provides a range of activities. At the heart of our work is the desire to help local people in need, in Leamington, Warwick and Kenilworth. However we also offer individuals the support and opportunities they need to increase motivation, self esteem and to become more effective members of our society.

Volunteers are a very important part of our service and being a Helping Hands volunteer can be a very rewarding and fulfilling experience.

We hope that your experience with us as a volunteer is enjoyable.



## Qualities a Helping Hands Volunteer should have

- Non-judgmental
- Caring
- Good Listener
- Sense of Humour
- Patient
- Committed
- Able to Motivate
- Good Communication Skills
- Supportive
- Respectful
- Warm
- Approachable
- Attention Giving



## CHARITY CONTACT DETAILS

**Operations Director** : Lianne Kirkman

**Email Addresses:**

For general enquiries please email [helpinghandslwk@gmail.com](mailto:helpinghandslwk@gmail.com)

For information about donations please email

[helpinghandslwkdonation@gmail.com](mailto:helpinghandslwkdonation@gmail.com) or phone 07809906912

For information on volunteering please email

[Helpinghandsvolunteering@gmail.com](mailto:Helpinghandsvolunteering@gmail.com) or phone 01926 732 118

For information on receiving help for yourself or a client, please email

[Helpinghandsreferral@gmail.com](mailto:Helpinghandsreferral@gmail.com)

**Main office:**

12 Gloucester Street

LEAMINGTON SPA

Warwickshire

CV31 1EE

Phone number: 01926 732118

**Storage - Furniture/Household/Baby&child/Bedding/toiletries**

Unit 78

Limousin Building

5th Street

Stoneleigh Park

Kenilworth

CV8 2LG

**Storage - Clothing/Food:**

Titan Storage

Unit 2, Hawkes Drive,

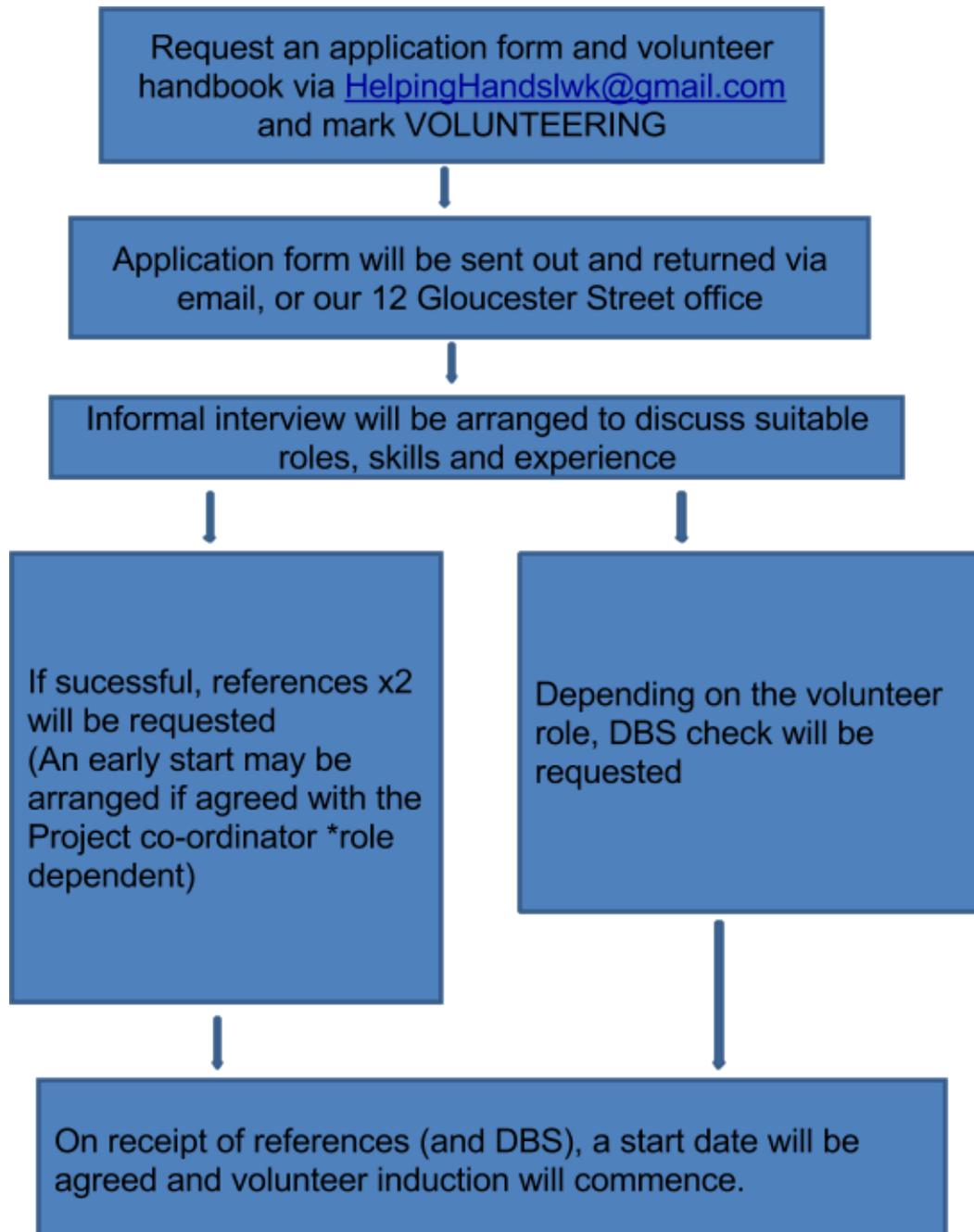
Warwick

CV34 6LX

Phone number: 01926 298511



## VOLUNTEER PROCESS





## **VOLUNTEER ROLES WITHIN THE CHARITY?**

### **TRUSTEES**

Rob Pearce, Lorraine Cattrell, Bronwyn Luckham, Clare Twigger, Susie Mehta, Nick Ireland, Paddy Kirkman

### **OPERATIONS DIRECTOR(PAID 5 HRS)**

Lianne Kirkman

### **VOLUNTEER CO-ORDINATORS/TEAM LEADERS**

#### **SOUP KITCHEN**

Paddy Kirkman

#### **House2 Home Project**

Bronwyn Lockham

#### **REFERRALS**

Becca Ward

#### **STORAGE**

Lorraine Cattrell & Jim Thomasen

#### **FUNDRAISING EVENTS MANAGER**

Susie Mehta

#### **SOCIAL MEDIA**

Stacey Calder

#### **SHOP MANAGER**

Anthony Dwyer

#### **SESSIONAL WORK MANAGER**

Tba

### **VOLUNTEER ROLES**

Soup Kitchen Support Worker (Evenings), Soup Kitchen caterer, Shop & Storage-donation sorters, Van Driver-collections/deliveries, Drivers (own car) - Collections/deliveries, Driver Assistants/collections/deliveries, Administration, Fundraiser-Grants, Charity Shop Assistants, Charity shop Managers x2, Day drop-in support Worker (drop-in, coming soon)



## **PERSONAL DEVELOPMENT**

Some of our training takes place during induction, and on the job, however occasionally we organise online and in-house sessional training for the following subjects:

- Safeguarding for Vulnerable Adults
- Safeguarding for Vulnerable Children
- Handling Conflict
- Health and Safety
- First Aid
- Manual handling
- Lifting at a height
- Drugs and Alcohol Awareness Level 1
- Food Hygiene Level 2

The project co-ordinator will ensure each volunteer has the correct training appropriate to their volunteer role.

## **CONFIDENTIALITY AGREEMENT**



Please bring this form with you to your first day

I, \_\_\_\_\_, agree with the following statements

I understand that I may come in contact with confidential information during my time at the **Helping Hands Charity**. As part of the condition of my volunteer work with **Helping Hands**, I agree to keep in strict confidence any information regarding any client, volunteer, staff member or any organisational information (written or verbal) about **Helping Hands** that is of a confidential nature.

I also agree to never remove any confidential or personal material of any kind from the Helping Hands premises, van or any other homes of clients I may attend, unless authorised as part of my duties, or with the permission or direction to do so from Senior Team Leaders, **Lianne Kirkman, Paddy Kirkman or Trustees**.

I also agree to not disclose any confidential information, such as names of clients, accommodation location, or any other personal information regarding the client, on social media or with any third party.

\_\_\_\_\_  
(Print Volunteer Name)

\_\_\_\_\_  
(Signature of Volunteer)

\_\_\_\_\_  
Witnessed by

\_\_\_\_\_  
Date:

## Volunteer Agreement



Volunteers are such an important and valued part of Helping Hands Community Project. We hope that you enjoy volunteering with us and feel a part of our team.

This agreement tells you what you can expect from us, and what we hope from you. We aim to be flexible, so please let us know if you would like to make any changes and we will do our best to accommodate them.

**We, at Helping Hands Community project will do our best:**

- to introduce you to how the organisation works and your role in it and to provide any training you need (\*when training is available)
- to provide regular informal meetings (6monthly) with a main point of contact so that you can tell us if you are happy with how your tasks are organised and get feedback from us.
- to respect your skills, dignity and individual wishes and to do our best to meet them.
- On occasion reimburse your travel costs up to our current maximum (\*drivers/collectors only)
- to consult with you and keep you informed of any possible changes.
- to insure you against injury you suffer or cause due to negligence (\*public liability/employers insurance in place covering volunteers).
- to provide a safe workplace (\*see risk assessments for relevant area of work).
- to apply our equal opportunities policy and respect those from different cultures, beliefs, backgrounds, religions etc
- to apply our complaints procedure if there is any problem.

**I (volunteer), agree to do my best:**

- to work reliably to the best of my ability, and to give as much warning as possible whenever I cannot work when expected.
- to follow Helping Hands Community Charity rules and procedures, including health and safety, and equal opportunities in relation to its staff, volunteers and clients
- to respect the Christian ethos of Helping Hands, and to act in accordance of the Charities principles and values when representing the Charity.
- to maintain the confidential information of the organisation and of its clients.
- to provide referees, as agreed, who may be contacted, and to agree to a police check being carried out where necessary.(\*Role dependent)

Note: this agreement is in honour only and is not intended to be a legally binding contract of employment.

Date

Signed

Witnessed by (sign & print)