

# Volunteer Handbook

Feb 2019



“A Hand Up, Not a Hand-Out”



## Contents Page

Welcome, Our Mission, What we do	3-4
Brief History of Helping Hands	5-6
Who's Who	7
Contact Details	8
Volunteer Process	9
Volunteering Roles and Qualities we look for at Helping Hands	10
Personal Development - Training	11
Confidentiality Statement	13
Volunteer Agreement	15
Safeguarding Statement	



**Welcome** to the Helping Hands Charity. We are delighted that you are interested in joining our charity as a volunteer, an experience we hope you would find rewarding and fulfilling.

This pack introduces you to the charity and includes details of

- Our current Work
- A brief history of the charity
- Who's who
- Policies and procedures you should be aware of
- Forms for you to complete if you decide to join our team

## **Our mission & ethos.**

### **We exist because we believe Everyone Matters.**

At the heart of our work is the desire to help local people in need, in Leamington, Warwick and Kenilworth in a range of situations, including homelessness, drug or alcohol addiction, social isolation, domestic violence, low income, mental health issues, and unexpected life crises.

The foundation of our charity is based on Christian values, however many of our supporters, staff, volunteers, clients and service users are from all different faiths or none. We welcome people with all beliefs.

We seek to build relationships with vulnerable people and help set them on the path to a Better Future, through a range of activities, mentoring and providing practical and emotional support. We seek to equip people with the skills, experience, qualifications and confidence needed to get back into society.

Our motto is **“A Hand Up, Not a Hand-Out.”**

## **Our Work**

We currently provide the following services:

- **House 2 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 soup kitchen outreach** – We run a soup kitchen 3 times a week to the homeless and vulnerable people from our drop-in cafe on Gloucester



Street (The Lighthouse) between 6.30-8pm. 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.

- **Daytime Drop-in & Shower Facilities** - we run a daytime drop-in 3 times a week which operates much the same as the evening soup kitchen. We use this time to provide support with form filling in and practical help. We also have a bathroom available for people to use, with a bath and shower and plenty of toiletries and clean towels. We have lockers available to store belongings.
- **The Lighthouse Charity Shop** - Opened in October 2016, the Lighthouse is the frontline of our services. Volunteers work in our charity shop alongside supported volunteers who are people who we are working with to rebuild their skills and experience through retail and customer service qualifications. 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 below)
- **Advocacy and Referring to other useful agencies** – Such as CAP (Christians against Poverty - finance advise), Leamington & Warwick Food Bank, Counselling Services, Housing Advise, Rehabilitation and detox facilities
- **The Gateway Cafe** - We are based on Smith Street, Warwick, open 10-4 Wed, Thurs and Fri. We offer a warm welcome and tasty food, as well as being a training area for our supported volunteers to gain Barista and Food Hygeine qualifications. Customers can also purchase Suspended Meals that anyone with a need can come in and use.
- **Mentoring & Befriending** – We act as a vital link to the world for the isolated, vulnerable and lonely. We help people to rebuild their confidence and gain vital skills needed to get back into the work place.
- **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). One example is our Esther Project which runs once a week as a place where women can meet and experience the benefits of craft and friendship.
- **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** – The Sponsored Annual Sleep Out is our main event which raises funds as well as raises awareness of the issues we deal with. There are also events such as Walk a mile in my shoes/yearly dinner auctions.



- **Regular events** – Pamper Event -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, including a Shoebox appeal in which we usually receive and deliver hundreds of boxes to local homeless people, hostels,refuges, safe houses and vulnerable adults and children. We always receive a huge amount of toys that we distribute to local families in need. Volunteers often help with sorting, collecting and deliveries.

## **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. It was in this year that we became a registered charity (Charity number 277354). The Soup Kitchen was originally ran out of a van on Newbold Terrace, at the side of Jephson Gardens, and now operates from The Lighthouse 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.

In 2018 we opened our first premises in Warwick, as we were offered the opportunity to run The Gateway cafe on Smith Street.

Lianne continues to work on a number of future projects and her vision drives the charity forward, supported by the growing team.



## **WHO'S WHO**

We are governed by a team of local trustees, we also receive additional support and guidance from our advisory group. We have a number of paid staff but also a large team of fantastic volunteers. There are too many to name them all, however some of the team include:

### **TRUSTEES**

William Clemmey, Paddy Kirkman, Lorraine Cattrell,  
Helen Clemmey, Ian Johannessen, Keir Edmunds

### **CEO**

Lianne Kirkman

### **OPERATIONS MANAGER**

Vacancy

### **THE LIGHTHOUSE MANAGER/ALCOHOL SUPPORT WORKER**

Chris Higgins

### **THE LIGHTHOUSE SATURDAY MANAGER**

Sue Clifford

### **THE LIGHTHOUSE RETAIL ASSISTANT**

Paul Shakespeare

### **GATEWAY CAFE ASSISTANT MANAGER**

Jonathan Morgan

### **GATEWAY CAFE ASSISTANT MANAGER**

Sarah Feng

### **GATEWAY CAFE CUSTOMER SERVICE CHAMPION**

Chris Galvin

### **HOUSE2HOME MANAGER**

Guy Chapman

### **ADMINISTRATION**

Sarah Marr & Becca Ward

### **SOUP KITCHEN TEAM LEADERS**

Paddy Kirkman, Sue Verne, Lucy Kelly, Louise Wood

### **FUNDRAISING EVENTS MANAGER**

Steve Holland

### **SOCIAL MEDIA**

Stacey Calder

### **COMMUNICATIONS, WEBSITE AND DATA ANALYSIS**

Juliana Pollitt



## CONTACT DETAILS

**Website:** [helpinghandscharity.org.uk](http://helpinghandscharity.org.uk)

**Facebook:** <https://www.facebook.com/groups/766598856729720/>

**Twitter:** <https://twitter.com/helpinghandslwk?lang=en>

### Email:

General enquiries  
[office@helpinghandscharity.org.uk](mailto:office@helpinghandscharity.org.uk)  
01926 743486

To donate furniture and household items to House2Home  
[helpinghandslwkdonation@gmail.com](mailto:helpinghandslwkdonation@gmail.com)

For information on receiving help for yourself or a client from House2Home  
[Helpinghandsreferral@gmail.com](mailto:Helpinghandsreferral@gmail.com)

For information on volunteering  
[Helpinghandsvolunteering@gmail.com](mailto:Helpinghandsvolunteering@gmail.com) or phone 01926 743486

### **The Lighthouse Charity shop & drop-in, and our Main office:**

12 Gloucester Street  
LEAMINGTON SPA  
Warwickshire  
CV31 1EE  
**Shop:** 01926 732118

### **The Gateway Cafe**

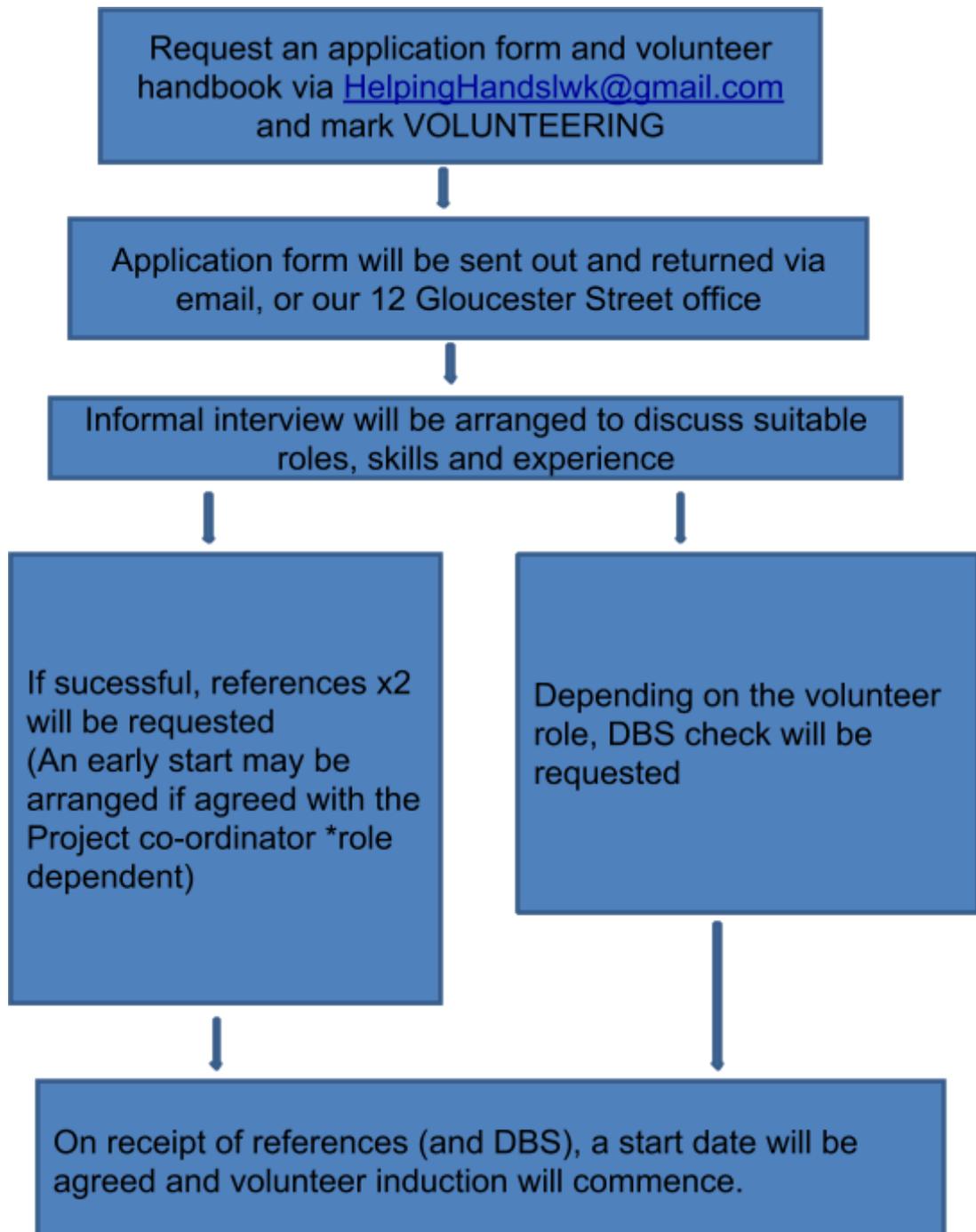
[helpinghandsgateway@gmail.com](mailto:helpinghandsgateway@gmail.com)  
2-4 Smith Street, Warwick CV34 4HH

### **House2Home**

Unit 153 Stoneleigh Park Estate, Kenilworth, CV8 2LG  
07809 906912



## VOLUNTEER PROCESS





## VOLUNTEER ROLES

We have a broad range of volunteering opportunities, these include:

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, Stock room sorters, Day drop-in support Worker, Cafe Volunteers, Events support, Corporate/Team volunteering, Administration, Cleaning.

## Qualities a Helping Hands Volunteer should have

Volunteers are a very important part of our service and being a Helping Hands volunteer can be a very rewarding and fulfilling experience. We look to support you in your role as a volunteer.

Qualities that we look for in our volunteers include:

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



## **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:





# Staff/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)





# Safeguarding Policy Statement for Helping Hands Volunteers

I confirm that I have fully read and understand the contents of the “Helping Hands Community Project Safeguarding Policy and Procedures”

Volunteer Signed:

Volunteer Print Name:

Manager Signed:

Manager Print Name:

Date: