

Volunteer Handbook

October 2020



"A Hand Up, Not a Hand-Out"



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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 will 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

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 & 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:

- **House2Home 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 4 times a week to the homeless and vulnerable people from our shop front on Gloucester Street (The Lighthouse) between 6.30-7.30pm. 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.
– CURRENTLY SUSPENDED
- **The Lighthouse Charity Shop** - This 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 Hygiene 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 was 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 it became a registered charity. The Soup Kitchen was originally run 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 or produce to the soup kitchen, and several local businesses, community organisations (such as churches & social groups), as well as individuals, 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.

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

The Covid-19 pandemic has brought a whole host of new challenges to those most vulnerable in society and although our main projects (shop, café & house2home) ceased their normal day to day activities, we continued to support our clients & community. Alongside helping the council to house Leamington & Warwick's rough sleepers, we provided weekly food parcels to over 50 households and over 18,000 individual meals. To enable this we had support from local businesses who helped provide and/or prepare food as well as over 30 volunteer drivers, who ensured all our parcels were delivered on a daily basis to those in most need.

As we have come out of 'lockdown' & our soup kitchen has reopened, as well as many other normal support services resuming we have been able to cut down on the number of parcels & meals we provide, however we still have generous businesses who are continuing to provide food, which we can pass on to our clients/community and often use to create our soup kitchen meals (via our Gateway Cafe kitchen).

Earlier this year we outgrew our office space above The Lighthouse Shop and moved to a larger premises (just around the corner) on Althorpe Street. There is a larger space for group work, skills learning and other client services to be developed, as well as private spaces for one-to-one support. At the same time we changed our Charity status to that of a CIO, reflecting our growing nature.

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

Ian Johannessen, Lorraine Cattrell, Keir Edmunds, Jonny Shipton

CEO

Lianne Kirkman

OPERATIONS MANAGER

Alice Webber (Maternity Leave) – Johanna Faherty (Maternity Cover)

THE LIGHTHOUSE MANAGER

Sue Clifford

THE LIGHTHOUSE ASSISTANT MANAGER

VACANT

THE LIGHTHOUSE RETAIL ASSISTANT

Paul Shakespeare

OPERATIONS SUPPORT & EVENTS CO-ORDINATOR

Sarah Marr

FINANCE ADMINISTRATOR & VOLUNTEERS ADMINISTRATOR

Emma Hibbert

CLIENT SUPPORT WORKER

Sue Verne

GATEWAY CAFE MANAGERS

Jonathan Morgan & Sarah Feng

HOUSE2HOME PROJECT CO-ORDINATOR

Becca Ward

SOUP KITCHEN TEAM LEADERS (V)

Paddy Kirkman, Sue Verne, Lucy Kelly, Phil Deakin, Monique Khiara

SOCIAL MEDIA, COMMUNICATIONS & WEBSITE (V)

Stacey Calder, Juliana Pollitt



CONTACT DETAILS

Website: helpinghandscharity.org.uk

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

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

Emails:

Head Office

9a Althorpe Street
Leamington Spa
CV31 2AU

General enquiries

office@helpinghandscharity.org.uk

01926 743486

For information on volunteering

helpinghandsvolunteering@gmail.com

The Lighthouse Charity Shop

12 Gloucester Street
Leamington Spa
CV31 1EE

The Gateway Cafe

helpinghandsgateway@gmail.com

2-4 Smith Street
Warwick
CV34 4HH

House2Home

Unit 153 Stoneleigh Park Estate, Kenilworth, CV8 2LG

To donate furniture and household items to House2Home

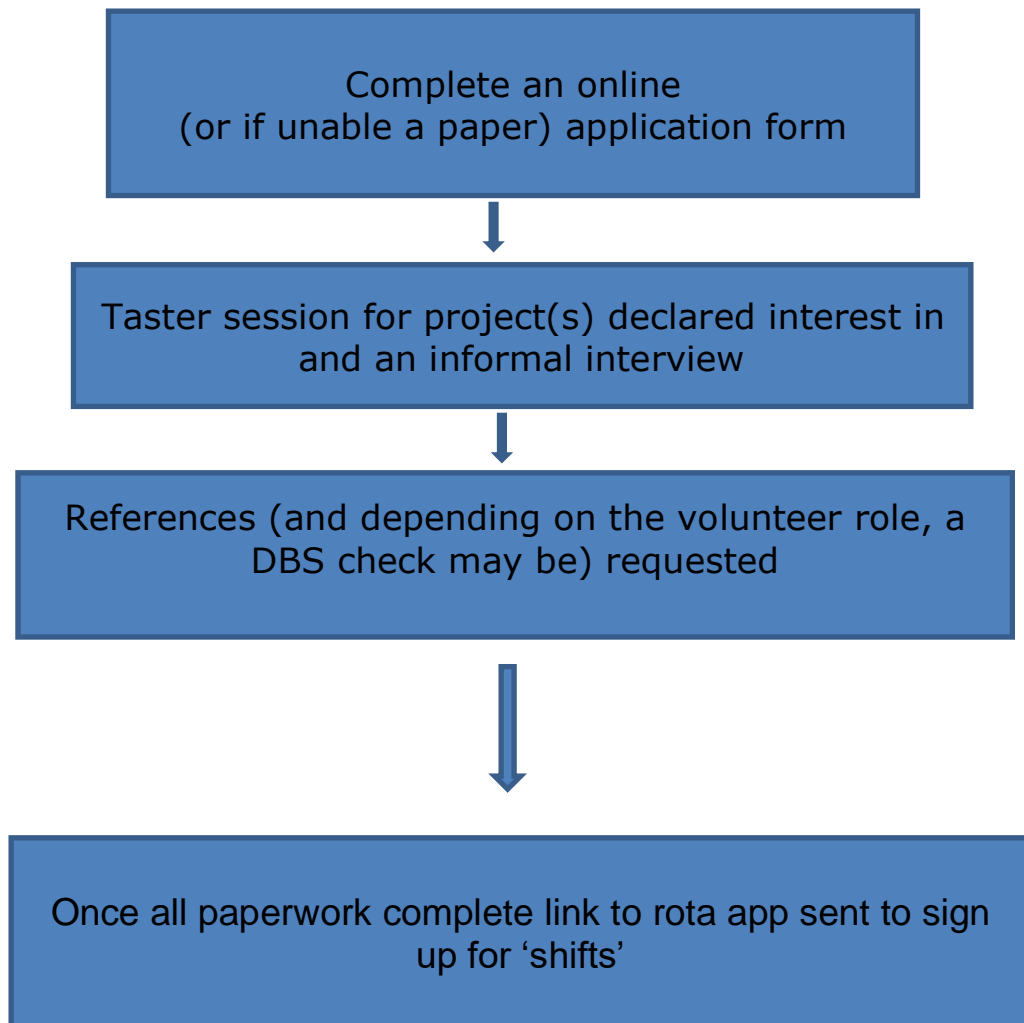
helpinghandslwkdonation@gmail.com

For information on receiving help for yourself or a client from House2Home

helpinghandsreferral@gmail.com



VOLUNTEER PROCESS





VOLUNTEER ROLES

We have a broad range of volunteering opportunities, these including (but not limited to):

Administration, Cleaning & Maintenance, Client Support, Drivers (own car or HHCP van) & Assistants collections/deliveries, Events & Fundraising Support, Soup Kitchen including catering, Shop Assistants, Cafe Assistants.

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.