

## What are our Volunteer Roles?

We have a number of different types of roles you can do as a volunteer so you are sure to find one that you will thrive at as well as enjoy!

### **Donation Sorters**

Sorters will attend the Monday morning sessions where donations are delivered to St. Clare's Church. These volunteers sort donations, dating and moving them through to the hall so integrating them into the main stock ready for our packers to put into food parcels.

### **Packers**

Packers are given an allocation form which contains a personalised list of items that need to be included in a client's food parcel. They make their way around the hall and collect the items needed, packing them into boxes/plastic bags alongside signposting leaflets to useful local services.

### **Cafe Listeners**

During client sessions we run a cafe where clients coming to collect can stay to have a friendly chat with a volunteer over tea and cake. This is a safe and confidential space where clients can share how they are doing and get support through signposting as well as through prayer, if they wish.

### **Drivers**

Our drivers do a fantastic job of delivering food parcels right to client's doorsteps for those who are unable to collect from St. Clare's due to being medically housebound or Covid Positive.

### **Team Leaders**

These volunteers are in charge of running sessions. They help direct and manage volunteers alongside handling fuel request forms from clients.

### **Fuel Team**

These volunteers manage and submit client applications for Gas and Electricity vouchers through the Fuel Bank Foundation. They ring clients to check we have the correct information and process the applications.

## What can you expect from us?

We know that starting as a new volunteer for the first time at a charity can be daunting so here are a few things you can expect from our end to help you settle into the team:

- To be given clear guidance on what tasks you are expected to carry out in your new role
- To receive adequate support and training to ensure that you can carry out your volunteer duties to a high standard
- To be insured and to work in a safe environment
- To be treated with respect and in a non-discriminatory manner and given equal opportunities no matter what your background
- To be recognised and appreciated for the hard work that you do and for the vital role you play in our team
- To be able to say 'no' if you feel you are being asked to do something unreasonable or if there are unrealistic expectations
- To have clear guidance about what steps to take if there is a problem and who best to turn to for advice



## We will try to ensure that...

- You are kept up to date with any changes we implement into the running of the food bank or sessions
- You have the opportunity to give feedback on your experience whilst volunteering with us and to be listened to if you have ideas about how we can improve
- You are made aware of any changes to the board of Trustees as well as any change to the Director of The North Guildford Food Bank

## Frequently Asked Questions...

### ***How much time do I need to commit to my role?***

We normally expect volunteers to be able to commit to helping out for a minimum of six months

### ***How old do I have to be to volunteer?***

For insurance purposes, we are only able to take on volunteers aged 18 and above

### ***I have a criminal record, am I still able to volunteer at the Food Bank?***

If you have a criminal record, you may still be able to volunteer. Depending on the type of conviction, certain volunteer roles may not be possible

## Parking information...

There is some limited parking at St. Clare's Church. Please be aware that during client sessions, we will need to leave space available for those who are coming to collect their food parcels by car.

## Code of Conduct for Volunteers

All volunteers should ensure that they have read and comply with this Code of Conduct. Volunteers should maintain the highest standards of behaviour in the performance of their duties by:

- Fulfilling their role as outlined in their written volunteer role description to a satisfactory standard
- Performing their volunteer role to the best of their ability in a safe, efficient and competent way
- Following the Charity's policies and procedures as well as any instructions or directions reasonably given to them
- Acting honestly, responsibly and with integrity
- Treating others with fairness, equality, dignity and respect
- Raising concerns about possible wrongdoing witnessed by the volunteer in the course of the volunteer's role with North Guildford Food Bank with a Team Leader or the Director
- Meeting time and task commitments and providing sufficient notice when they will not be available so that alternative arrangements can be made
- Acting in a way that is in line with the purpose and values of the charity and that enhances the work of the charity
- Communicating respectfully and honestly at all times
- Observing safety procedures, including any obligations concerning the safety, health and welfare of other people in line with training provided to volunteers

- Reporting any health and safety concerns
- Directing any questions regarding The North Guildford Food Bank's policies, procedures, support or supervision to the volunteer's supervisor
- Addressing any issues or difficulties about any aspect of their role or how they are managed in line with The North Guildford Food Bank's grievance procedures
- Declaring any interests that may conflict with their role or the work of the charity (e.g. business interests or employment). If any doubt arises as to what constitutes a conflict of interest, volunteers may seek guidance from Team Leaders or the Charity's Director
- Keeping confidential matters confidential
- Exercising caution and care with any documents, material or devices, containing confidential information and at the end of their involvement with The North Guildford Food Bank returning any such documents, material or devices in their possession
- Seeking authorisation before communicating externally on behalf of The North Guildford Food Bank
- Maintaining an appropriate standard of dress and personal hygiene
- Disclosing the fact that they have been charged with or convicted of a criminal offence by prosecuting authorities (or given the benefit of the Probation of Offenders Act 1907 as amended) to the Director. For the avoidance of doubt, volunteers are not required to disclose the fact or details of 'spent convictions' under the Criminal Justice (Spent Convictions and Certain Disclosures) Act 2016 (as amended) to The North Guildford Food Bank

## Client Confidentiality

When talking to clients it is important not to push for information. Some may feel hurt or let down by some experiences in their lives and may not wish to talk about them. Others will like nothing better than to tell you their story. Please respect customers' confidentiality and don't allow your conversation to become common gossip with other clients or volunteers.

Confidentiality is important for building trust; but it is not about keeping secrets. You may keep any conversation in confidence so long as you do not feel burdened or uncomfortable about what has been shared. If things feel as though they are getting too demanding (eg., if you are told something that you believe to be abusive, criminal or something the police need to be aware of), tell the service user you may have to tell the named person for safeguarding concerns what is being said in order to get appropriate help. It is then up to the client as to whether they want to continue.



## Client Interaction Volunteer Rules

Some rules that you will need to be aware of when interacting with Food Bank clients as a volunteer are as follows:

- You must not give out your personal information to service users, especially your surname, address, telephone number or email. This is to ensure your safety and confidentiality.
- You must not disclose any confidential information about our clients, volunteers, business, or intellectual property, to any person at any time, whether during or after volunteering with us.
- You must not make physical contact with any service user. What feels natural and comfortable to some may make others extremely uncomfortable or feel threatened.
- Arrangements should not be made to meet clients outside of the charity premises except for the purpose of delivering food from The North Guildford Food Bank.
- Ensure you do not leave yourself or a colleague alone with a client unsupervised. This is not only for your own safety but so that, if anyone alleges an impropriety, there is a witness. *Don't put yourself or another at risk.*
- You must not take clients to your home, drive them or enter the resident's home.
- No money is to be lent or given out to any client except in accordance with the fuel top-up procedure which will be dealt with by the sessions Team Leader.
- You must treat all Food Bank clients kindly and with respect, be welcoming and have a non-judgemental attitude.
- If a client is behaving aggressively, you should try to remain calm and alert the session's Team Leader so they are aware of the situation.

## Safeguarding Policy

### **Policy Statement**

As a foodbank, we want to restore dignity and revive hope to all our clients. We are concerned with individuals and their circumstances and actively encourage an inclusive environment.

We seek to ensure that all our volunteers are aware of what is required of them under the vulnerable adult and child protection policy and make sure that it is practised at all times.

It is the responsibility of each one of us to play our part in preventing the physical, sexual, psychological, spiritual, financial or emotional abuse and neglect of vulnerable adults and children.

We commit ourselves to co-operate fully with the appropriate statutory services when they are conducting an official investigation into the abuse and neglect of vulnerable adults, children or young people (by an adult or young person).





## **Disclosure of Abuse**

Where a member of a foodbank team receives a disclosure of abuse from a child or vulnerable adult they must:

1. **Ensure they do not promise confidentiality** to anyone wishing to share a secret. This is important in case information needs to be shared with the Safeguarding Officers or the Police/Social Services.
2. **Listen** - If the disclosure is particularly complicated and the person is not very young, this may mean asking permission to make notes as the disclosure is made to ensure nothing is missed. The team member hearing the disclosure can ask the child or vulnerable adult to repeat something if it has not been said clearly but must not ask leading questions.
3. **Reassure** - Making a disclosure of abuse can be a frightening process and often the child or vulnerable adult is afraid that they won't be believed. Reassuring them that they have been brave and that the information will be passed on is vitally important.
4. **Record** - Notes should be made as soon after the disclosure as possible. The notes should reflect what the child or vulnerable adult has said in their own words. The record should be signed and dated.
5. **Report** - The record must be passed on to a Safeguarding Officer at the earliest possible opportunity and the child or vulnerable adult told what will happen next.

## **Driving**

Volunteers are not expected to give lifts to clients. If, in exceptional circumstances, a volunteer offers a lift to a client, they must be accompanied by another volunteer.

Volunteers driving any vehicle which transports clients must hold a valid driver's licence for the type/class of vehicle they are driving.

All vehicles used in the transportation of clients must have a valid road fund licence, be insured to cover volunteering purposes, have a valid MOT certificate and comply with all appropriate legislation and regulations.

## Health and Safety

Whilst volunteering at the North Guildford Food Bank there are certain aspects/rules we need you to be aware of in order to carry out tasks in a safe manner:

1. Please ensure you are wearing suitable attire such as closed toe shoes to avoid any injuries in case any items while carrying boxes were to fall.
2. Please be careful when lifting heavy boxes, always lift with knees bent and a straight back. We provide wheeled trolleys to ensure safe moving of crates. Do not attempt to lift anything too heavy, ask another volunteer for help.
3. If you have a health condition which prevents you from lifting objects or bending you must make the Team Leader aware.
4. You should report any injury, no matter how minor, to the Team Leader who will then assist you and make a record of the incident in the accident book.
5. Fire exits and escape routes must be kept clear at all times.
6. Please leave any personal items (bags/coats) carefully to one side to prevent any trip hazards.

We have a First Aid Box on site alongside a Accident Book to ensure we can provide assistance should there be an injury, as well as the ability to make a record of the incident.

If you see something which you believe may pose a risk to our volunteer team's health and safety, then it is important to raise this with the session's Team Leader immediately and make them aware of the potential issue.

## Whistleblowing Policy

Volunteers are encouraged to take action if they are suspicious that abuse is occurring at the foodbank, no matter what the setting, who the perpetrator is or who the victim is. The foodbank project will respect and not penalise those who stand up for anyone who is suspected of being abused.

Everyone has a responsibility to report any occurrences or suspicions of abuse. Volunteers who report abuse are protected by the Public Interest Disclosure Act 1998.

## Personal Data

The North Guildford food bank keeps a record of volunteers personal data (such as telephone number, address, emergency contact). This data is recorded in the volunteer's application form as well as in our computer database.

The food bank is committed to keeping personal data secure and confidential. Volunteers' data will only be used for purposes directly related to your volunteering activity. It will only be seen by foodbank personnel and will not be sold or passed on to any other organisation.

You have the right to object if you believe we are misusing your data. You have a right to ask for your data to be corrected, if you think it is incorrect.

**We want to thank you again for your interest in joining us in a volunteer role at The North Guildford Food Bank.**

**We really appreciate your support and we look forward to welcoming you to the Team soon!**



<http://northguildfordfoodbank.co.uk/>

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