

Volunteer Handbook



Visit Us Online:

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

Registered Charity Number 1188640

**Welcome to
the team!**

Thank you for your interest in becoming a Volunteer at The North Guildford Food Bank!

By volunteering with us you are not only helping support the Food Bank, but all of the people we are trying to help in the local community. We couldn't do it without our amazing volunteers so thank you for wanting to become a part of the team!

We hope that through volunteering at the North Guildford Food Bank you will feel more connected to the local community and make lifelong connections with fellow volunteers.

We have many different volunteer roles such as: Packers, Listeners, Donation Sorters and many more so you're sure to find a role that you will enjoy!



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Welcome

We are delighted that you are interested in volunteering with us here at The North Guildford Food Bank! We welcome and include people from all walks of life as volunteers and we try to do our best to ensure that everyone has an equal opportunity to play a full part in our community project. In this booklet you will find all of the information you will need to know before joining our volunteer team.

We will cover the Charity's Aims, what we expect of our volunteers, what volunteers can expect from us in return as well as important information about roles, interacting with clients and safeguarding.

If you do have any further questions, please do get in touch as we will be more than happy to help answer them.

Thank you again for your interest in supporting The North Guildford Food Bank, we look forward to welcoming you to the team!



The North Guildford Food Bank

Who are we?

The North Guildford Food Bank is a Christian based Charity that started in 2012 and was registered in 2020 with the Charity Commission. We aim to provide temporary help for individuals and families living in the Guildford area and the immediate outlying villages through supplying food parcels, as well as signposting to other helpful local services. Working alongside Guildford based agencies and churches, we try to ensure that no-one goes hungry.

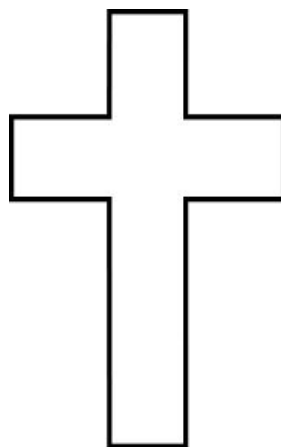
The number of clients helped has typically increased year on year. However, with the effects of Covid-19 and the rise in cost of living and energy prices, the number of clients has more than doubled. We are thankful for our generous Donors and our wonderful volunteers who continue to support us. We wouldn't be able to provide help to those who need it in Guildford without them!

Where do we operate from ?

Having originally operated using garages as food donation storage around Guildford, we now are fortunate enough to have a base at St. Clare's Church in Park Barn. This is where food donations are stored and to where clients travel in order to collect their food parcels.

The facilities allow us to run a Cafe for our clients who travel to collect their food parcels. Our volunteer listeners provide a friendly ear for clients to talk to over tea and cake, as well as offer prayer with/for clients who would like it.

Some local agencies hold emergency parcels for us if a client is in need and we aren't running a session (eg. late on a Friday evening).



Information about referrals and donations:

In order to receive a food parcel from The North Guildford Food Bank, clients have to obtain a referral from a recognised organisation. Some of our main referrers are: Home School Link Workers, Guildford Borough Council, Citizens Advice and Surrey County Council.

We have a vast range of donors who are vital in ensuring our stock levels of food can match the demand of our client base numbers. We are incredibly grateful and humbled by the generosity of those in the Guildford area who donate, to mention a few: The Lions, Schools, Churches, Businesses, Waitrose and also Private Individuals.

What does a food parcel contain?

The food parcels that we give to clients vary depending on family size; they normally contain one weeks worth of food.

A typical size parcel contains approximately 50 items of long life food (e.g. tinned meat, fish, pasta, vegetables), plus toiletries, household cleaning products, and some fresh produce (milk, bread, butter, cheese, eggs, fruit & vegetables).

If a client has received a food parcel and is on a pre-payment meter, we can also supply them with fuel vouchers that help them towards their Gas and Electricity bills.



When do our volunteer sessions run?

We run several sessions each week. On Mondays our volunteers sort and date donations that are dropped off; on Tuesdays/Wednesdays/Fridays we run our client sessions which is when food parcels are made up by our volunteers so they are ready to be collected by clients or delivered to medically housebound or covid positive individuals. Extra sessions may be added in the run up to Christmas, or other busy times, and occasionally sessions will run on different days eg. to avoid bank holidays.

What do we expect of our volunteers?

We are very proud of our hard-working volunteer team, they are dedicated and put in a tremendous amount of effort during sessions to make sure everything gets done and runs smoothly. As a prospective new volunteer, some of the things we would expect of you would be:

- To be reliable, honest and able to work well with others
- To uphold the organisation's values and comply within organisational policies
- To contribute positively to the aims of the charity
- To treat all clients of the Food Bank with respect
- To make the most of opportunities given, e.g. for training
- To carry out tasks within agreed guidelines
- To be sensitive and discrete about confidential material shared with you by clients - especially if you are in the listener role where this is more likely

