



VOLUNTEER HANDBOOK

WELCOME

Welcome to the Newcastle West End Foodbank (WEFB). We hope you enjoy your time with us. Contained in this booklet is information that should help you in your work. You will be provided with a Role Description for the work you will undertake and will be supported by other volunteers.

INTRODUCTION

WEFB provides support to people in need primarily in the west end of the city of Newcastle upon Tyne. Much of that support is in the form of emergency food parcels, but we also work with other agencies to provide advice and guidance regarding welfare or benefit issues and debt problems.

All people who come for food parcels will have been interviewed by a front-line worker from another agency. These include Social Workers and Health Visitors, School and Probation staff and charities working with disadvantaged people. Over 100 agencies hold vouchers that they issue to people in need.

We currently hand out between 300 and 400 food parcels every week from our distribution centres. Food is collected from supermarkets, businesses churches and individuals, as well as from other Foodbanks that might have surpluses. This is sorted and packed into food parcels in our warehouse and transported to our distribution centres at the Church of the Venerable Bede and the Foodbank Centre.

KEY PEOPLE & CONTACTS

CHAIR OF TRUSTEES

Rev Dr Dominic Coad

CEO

John McCorry

T: 07801 583 501

E: john@nclwebf.org.uk

LOGISTICS & WAREHOUSE MANAGER

Gemma Whaley

T: 07525 783 886

E: gemma@nclwebf.org.uk

USUAL HOURS

The Distribution Centre at the Church of the Venerable Bede is open to clients for parcels from 10am to 12 noon on Mondays and on Thursdays from 10am to 4pm. Volunteers usually offer to attend for one or more sessions. Support is also required to set up at the start of day and to tidy away at the end. People often begin arriving just after 9am.

The Church of the Venerable Bede also hosts the "Hub" on Monday afternoons from 12 noon to 3pm when people in need can receive food vouchers, guidance and support from referral agencies.

The Foodbank Centre is open on Tuesdays and Wednesdays from 10am to 4pm providing advice and support, a two-course hot meal and food parcels. Help

is needed in preparing for the start of day and during the day.

The Warehouse is based in Lemington and operates Monday, Tuesday, Wednesday and Friday from 9:30am till 1pm for the delivery of supplies and the sorting and making up of food parcels ready for distribution to our centres.

NUFC Match Day Collections

These take place at every Newcastle United home game two hours before kick-off up until kick-off, opposite Nine bar on Strawberry Place.

CONFIDENTIALITY

It is important to recognise and respect the confidentiality of information shared by people using the Foodbank. This includes discussing users of the Foodbank with fellow volunteers and also those outside.

As a volunteer you will be required to sign a Confidentiality Agreement and abide by the contents.

SUPPORT & TRAINING

All volunteers will have initial training on the work of Foodbanks.

Volunteers will meet with managers at least once a year to discuss their role in the work of the WEFB and to explore new opportunities. The Volunteer Team is encouraged to

contribute to the Annual Report and to present a report at the Annual General Meeting.

The team also organises social events.

We regularly provide training on Safeguarding and work with external agencies to provide additional training, as appropriate.

INITIAL INDUCTION

New volunteers will have completed an application form and have met with one of the managers. If you wish to take up a role within the Foodbank you will have been provided with a copy of this booklet and have completed a short induction process.

This induction process will include being provided with: -

- role descriptor outlining key duties, and copy of
- our Health & Safety Policy
- our Safeguarding Policy
- our Personal Data Protection Policy

You will be asked to sign the Confidentiality Agreement and Code of Conduct.

An Induction Record will be completed and signed by the manager who has conducted the induction and the new volunteer.

CHANGES TO YOUR DETAILS

It is important that changes to details provided on your

application form are shared with the Foodbank Manager so that we can update our records. This will help us contact you about events, etc., and to make contact with next of kin in an emergency.

CHANGE OF ROLE OR DAYS

If you decide you can no longer volunteer with the Foodbank or would like to change your usual day or time of attendance, or want to change your usual volunteer role, it is important to notify one of the managers.

Likewise, if for some reason you are unable to attend as you usually would, please contact a manager to let them know. Contact details are shown at the beginning of this booklet.

QUESTIONS & CONCERNS

Any questions or concerns should in the first instance be directed to the Team Leader or Centre Manager.

HOLIDAYS

The Foodbank closes on Bank Holidays.

To enable the WEFB to operate effectively we ask that you inform managers of any planned holidays to allow us to draft in additional support as necessary.

HEALTH & SAFETY

The Trustees and Managers of the WEFB take Health & Safety seriously. All staff, volunteers and clients have a personal

responsibility for ensuring their own and others safety.

We will make available safe and adequate plant, materials, work systems, training and strong safety supervision to ensure competence in the staff and volunteer team.

Accidents should be recorded on Incident Forms held on each site and recorded in the Accident Book.

WEFB operates a no smoking policy on all its premises and vehicles.

SIGNING IN AND OUT

You are asked to sign in when you arrive at a Foodbank location and sign out when you leave.

USE OF OWN VEHICLES

Please note that volunteers are not encouraged to use their own vehicles for the collection or delivery of food items or food parcels.

HYGIENE

People working in our kitchens must comply with food hygiene regulations including hand washing. It is important that if you have had diarrhoea, vomiting or sickness in the preceding 48 hours that you do not attend Foodbank.

SAFEGUARDING

WEFB recognises that all people have a fundamental right to be protected from harm and that it does not operate in isolation. Safeguarding is the responsibility of all people and especially all those working directly with volunteers and clients. The Foodbank has a statutory duty to assist local authority safeguarding boards or their delegated officials (Social Services departments) in inquiring into allegations of abuse.

Safeguarding concerns need to be shared with the **Safeguarding Lead: Matthew King (07554 445 993)**. Please see the Safeguarding Policy for detailed instructions.

SUPPORTED VOLUNTEERS

WEFB welcomes volunteers from all walks of life including people with disabilities and those with mental health problems. We will work together to provide a supportive environment of mutual respect. At interview we will discuss any support needs and will ensure new volunteers have support from the team. Managers will be available to discuss any concerns.

**Thank you for volunteering
with the Foodbank.**