



Hope 4 (Rugby) Ltd – Guidance for Volunteers and Volunteer Agreement Form (VAF)

Introduction

Welcome to volunteering with Hope 4 (Rugby) Ltd. Volunteers are an important and valued part of Hope 4. We hope that you enjoy volunteering with us and look forward to you joining one of our teams and therefore making a valued contribution for our guests. Hope4 is a charity registered charity established in 2004, whose aim is to relieve poverty - especially among people who are homeless and badly housed – in Rugby. We opened our first centre in February 2010. In March 2015 we moved into our own refurbished premises in Newbold Road. This has given us the space to extend our services to our guests, but we are also developing new plans for the future, so that we can further support homeless and badly-housed people in Rugby.

At present we have four main ways of supporting our guests:

The Hope4 Centre

This is a referral only day centre with three paid support workers, who offer practical help and advice on a range of issues including: housing, benefits, unemployment, job seeking matters, and who sign post as needed to other services such as mental health, addictions and social issues. The centre is open every day and provides a cooked meal, drinks, showers, laundry facilities, access to the internet, a chance for social interaction, and to participate in recreational activities, all within a safe, secure setting.

Opening Times for guests of the Hope4 Centre

Mondays to Fridays: 11am to 2pm

Saturdays: 9am to 11am

Sundays: 1pm to 4pm

Contact: 01788 553104

Hope 4U (Food Ministry)

This is also based at the Hope4 Centre and offers free food and drinks to all in need. It is open three evenings a week, Monday, Wednesday and Fridays, 6.00-7.00pm.

The Winter Shelter

In partnership with the National Housing Justice Coalition and with REVIVE – a network of Christian Churches across the Borough of Rugby - seven churches on a rotation basis provide halls for those who would otherwise be sleeping rough or 'sofa surfing' from the beginning of December to the end of March. They provide supper, a camp bed and bedding and a breakfast each night. The Shelter is for registered referred guests only.

The Food Bank

The Rugby Foodbank works in partnership with the Trussell Trust network across the country and is overseen here in Rugby by the Hope4 charity. For more information please contact Diana Mansell directly: Diana.rugbyrevive@gmail.com or Emma Horton: emma@rugby.foodbank.org.uk mob: 07557680019.

As a volunteer with Hope4 you can expect:

- An induction on how the organisation works and your role in it.
- A supportive, safe and positive environment so that you enjoy your volunteering.
- To be treated fairly and with courtesy.
- That your skills, dignity and individual wishes will be respected.
- Opportunities to undertake appropriate training.
- A named staff contact for support.
- To be kept up to date and informed of any changes.
- To be insured against injury you suffer or cause due to negligence for which the charity's insurers

agree Hope 4 (Rugby) Ltd. was responsible.

In return we ask that you:

- Support our aims and objectives.
- Work reliably to the best of your ability.
- Be open and honest in your dealings with us.
- Treat guests, fellow volunteers and staff with courtesy and respect.
- Give as much warning as possible if you are unable to fulfil your volunteering duty.
- Let us know if you wish to change the nature of your volunteering contribution.
- Follow Hope4's rules and procedures, including health and safety, equal opportunities and confidentiality. Copies are available to review on request or on-line.
- Let us know if we can improve the service and support you receive.

Information

In order to provide quality facilities for our guests we rely on all of our volunteers to give of their time freely and so help in supporting our existing services. You are a significant part of our vision for supporting homeless and badly housed people in Rugby now and in the future. **Thank you** for this.

As a new volunteer you will be asked to participate in our Induction Training overseen by the Hope Centre Administrator who will arrange a visit to the Hope4 Centre, and a meeting with one of our Support Workers. The relevant policies and documentation, which you are legally required to know about, will be explained to you then. All our policies are always available in the office for you to read. As a volunteer you will be allocated a team and introduced to your team leader who will advise you of your duties and is your first point of contact for any queries. Through the induction process you will be provided with some training depending on the team you decide to join. Some of this is in-house training eg: how to use the commercial kitchen equipment, but we also offer catering volunteers the opportunity to gain an accredited certificate in Food Hygiene.

Safety and Security

The Hope 4 Centre has BID coverage and CCTV, as well as a controlled entry system for the day sessions. There is always one of our paid Support Workers, or an experienced person, on duty during the various sessions. They are also available if you have any problems or queries. It is a requirement when volunteering at the Hope4 Centre, to sign yourself in and out of the premises. Please do this through your Team Leader or whoever is on duty at the Reception desk. There is a Fire Evacuation plan on the wall in the Centre, and the Fire Exits are clearly marked, but please familiarise yourself with them.

First Aid

There are First Aid Kits in the kitchen and the office, and an Accident Book in the office. Please ensure one of the Support Workers is aware of any incident and that the Accident Book is completed in the event of an incident. There are also blue plasters available for kitchen use and latex gloves if required.

Personal Belongings

It is advisable to keep personal belongings in one of the lockable staff cupboards. The key is available from the Support Worker on duty.

Expenses

Volunteers should never be out of pocket because of their volunteering. Any expenses incurred on behalf of Hope4 will be reimbursed. Please provide receipts with your claim details and leave this in an envelope marked "Hope 4 Treasurer" in the office.

Parking

Parking is available in the Town Hall car park.

Insurance

Hope4 have Public and Employer Liability Insurance. This covers injury and damage to: third parties and their property (PL) and employee/volunteers and their property (EL) and has no age restriction. Hope 4 also have Personal Accident cover for those aged 18-85 the benefits for which change at ages 66, 76 and 81. No volunteer under the age of 18 can be or should be accepted as a volunteer with the charity. Note. Personal accident cover does not cover at all volunteers who are over the age of 85. Further details are available upon request.

Leaving volunteering with Hope4

There may come a time when you decide to leave volunteering for Hope4. This may be due to a variety of reasons. It is always helpful for us to know about this and we would appreciate the opportunity to discuss with you informally the reasons for your departure. Or you can email our Company Secretary: joycewoodings@yahoo.co.uk There are still many ways you can still support us and feel involved. See below.

How else can you help us?

Hope 4 especially values and respects the time, skills and enthusiasm of volunteers and actively encourages their participation and involvement in all the organisation's activities. Another way to help is via our fund-raising team. We constantly need to raise funds to be able to continue to provide the fantastic facilities and services we have worked so hard to offer. We rely totally on charitable giving. So why not come and support some of our many fundraising activities? Details can be found on our website, www.hope4.org.uk, in our newsletter and on the Hope 4 Centre noticeboard.

Or you can make a Gift Aid donation or donate through our 'JustGiving' on our website.

Contact

The Hope Centre
8 Newbold Road
Rugby
CV21 2LJ 01788 572456

Company Secretary:

joycewoodings@yahoo.co.uk

We are very grateful for your support and hope that you enjoy volunteering with us and feel a full part of our team.

Reviewed April 2017

Volunteer Agreement Form to be signed and returned by existing and new volunteers. See below.

Volunteer Agreement Form:

This agreement is between Hope 4 (Rugby) Ltd and

Volunteer Name:

Address

Email

Telephone:

Contact in the event of an emergency:

Name:

Telephone:

Details of voluntary activity:

Any specific tasks to be undertaken:

I confirm that I have received the necessary Induction Procedures and agree to abide by Hope 4 Policies and Procedures. I have received a copy of the (current) Guidance for Volunteers. I am aware of whom my nominated volunteer lead is: The Hope Centre Administrator pauline.smout@hope4.org.uk OR the Company Secretary joycewoodings@yahoo.co.uk

Signature:

Date:

Office Use:

Date of induction prior to activity taking place (for new volunteers)

Date of voluntary activity due to start (for new volunteers)

Two copies of this form should be signed: 1 to be kept by the volunteer and 1 for Hope 4 records. If the VAF is received via email an acknowledgment should be sent in lieu of a copy for the volunteer