



## **Limestone House Volunteering Opportunities**

### **Roles & Tasks for Volunteers**

#### **Charity shop**

Under the guidance of the Manager:

- Sorting items for sale
- Pricing items where necessary
- Disposing of unused items in appropriate waste containers
- Helping to pack up stock as seasons change
- Keep storage and sorting room tidy, clean and organised
- Using the till, for cash or card payments when needed

#### **Café**

Under the guidance of the Manager

- Helping to take orders for refreshments
- Taking out orders to customers
- Washing up and putting away when requested
- Using the till and taking payments when needed
- Checking tables are clean
- Making conversation with customers to give a friendly atmosphere
- Promoting the other services we have such as charity shop, computer suite, groups etc. in a conversational manner

#### **Food Hub**

Under the guidance of the Manager

- Help with setting up on a Tuesday afternoon,
- Organising position of food
- Helping people carry bags of shopping where appropriate
- Taking cash where appropriate for cost of bag from service users
- Helping to tidy up after a food hubb session
- Helping to store ambient food in store room, stock take assting when or if required
- Making conversation with customers and taking note of any relevant feedback



## **EBay Administration**

Under the guidance of the EBay Lead:

- Helping with taking images of items for sale
- Monitoring eBay account for bids and questions
- Sorting items for sale
- Packaging items for sale
- Helping to keep the storage and work area organised and tidy

## **Time to talk sessions**

Under guidance of sessional lead:

- Helping people to join in
- Encouraging people to talk if they want to
- Listening
- Sign posting where appropriate to other groups and activities
- Either have or undertake appropriate 'listening training' to become a sessional facilitator

## **Chatter box group**

Under guidance of sessional lead:

- Joining in with suggested activities
- Helping and supporting others to be part of the group
- Encouraging engagement
- Having general conversation to make the sessions fun
- Either have or undertake appropriate training to become a sessional lead

## **Supporting with Computer skills**

Under guidance of sessional lead:

- Using our computer suite to assist others in learning
- Show people how to do basic IT and internet access
- Find out what people want to be able to access and help explain where needed
- Either have or undertake appropriate training to become a sessional lead

## **Music teacher**

- To have the appropriate training and skills
- Help people explore musical instruments
- Teach any instruments you feel comfortable with
- To complete a DBS Check



## Trustee

- Become part of our board of trustees
- Assist with our decision making, bringing your thoughts and opinions
- Follow relevant trustee guidelines & be prepared to do appropriate training

***Our Volunteer policy is below.***

***Please read to know what we are asking of you and what you can expect from us as an organisation***



# Limestone House (ECVC) Volunteer Policy

## Mission:

**To promote, support and develop volunteering for Limestone House (ECVC)**

**Through the provision of volunteering opportunities we will enable learning, skill acquisition, personal development and building confidence and self-esteem**

## Statement on volunteers

Limestone House (ECVC) trustees and directors recognises the valuable contribution and unique perspective that volunteers bring to our work.

## Core aims:

- Collate and publicise and develop volunteering opportunities.
- Provide opportunities for learning, skill development and enabling individual potential
- Support volunteers and help them to make informed choices.
- Provide information, training, and support for volunteers, promote good practice and ensure that all volunteers are aware of Limestone House mission, activities, policies and practices

## In providing opportunities Volunteers have the right to:

- Clear information of the tasks they are being asked to perform and the responsibility that goes with those tasks,
- Knowledge of who is responsible for guidance, support, supervision with regular and adequate access to this person.
- Fair representation of their needs and interests.
- Protection against any risks involved in doing voluntary work
- Provision of appropriate equipment/tools/materials to carry out tasks
- A working relationship which is complementary and mutually beneficial



- Fulfilment and the opportunity to expand, develop and change their work

## Volunteers are expected to:

- Be reliable, e.g. attending as requested
- Observe confidentiality
- Respect and work within values of the Equality and Diversity Policy
- Respect both staff and volunteers at all times

## Safeguarding

We will endeavour:

- To ensure safeguarding of all.
- To have and review regularly all policies which safeguard those volunteering for Limestone House

We require:

- Volunteers when working regularly on a one to one basis with children, young people or vulnerable adults to complete a DBS declaration
- All Volunteers to follow Limestone House relevant policies and practices, which they will receive during their induction. These can be accessed again at any time on request.

## Support & Training

Limestone House (ECVC) trustees recognises that whilst volunteering can be satisfying and enjoyable it can also be demanding, requiring people with certain skills and personal qualities. We will endeavour to make Volunteer tasks reflective of skills and preferences enabling personal and skill development whenever possible.

- We will make sure that volunteers are properly supported and trained to build on their skills and experience.
- Limestone House (ECVC) will identify resources and training opportunities for the development, management and support of volunteers.



- As part of our commitment to making volunteering available to everyone, Limestone House (ECVC) believes that no volunteer should be out of pocket therefore costs incurred whilst volunteering will be reimbursed as part of good practice.
- These costs include transport (car or public transport) and a small subsistence cost where identified and negotiated for a session extending for more than 4 hours
- It is up to the volunteer to submit or request costs they wish to claim back.

## Confidentiality

In the course of volunteering there could be access to privileged and sensitive information of a personal or organisational nature. This information may involve a Single member of staff, volunteer, client or other persons involved in the overall business of the Company. Volunteers are required to respect the confidential nature of this information and follow relevant policies and practices

## Recruitment

Limestone House endeavours to recruit volunteers who are representative of Elmton and Creswell and the people who use our services.

Young People will be permitted to volunteer for Limestone House from the age of 13 Years. Any young person volunteering will require parental consent, risk assessment and will only be permitted in their 'leisure' time after school hours and in school holidays.

Similarly young people 'volunteering' for Duke of Edinburgh Awards Scheme will be required to follow the above requirements

Young people will be permitted to undertake 'work experience' through formal arrangements with schools

## Equality & Diversity

The Company recognises the need to comply with all aspects of its equal opportunities, and anti-bullying policies. These policies follow legal requirements of the Equalities Act 2010 and other legislation.

## Health and Safety



- All projects undertaken by Limestone House (ECVC) will be undertaken with full consideration to all aspects of health and safety.
  - Risk assessments will be carried out for new projects when required, and refreshed if the project parameters change.
- (Policy approved Winter 2022)