

**West Cheshire Foodbank**

Unit 3/4, Dutton Green

Stanney Mill Industrial Estate

Dutton Green

CHESTER

CH2 4SA

**T** 0151 355 7730 (office)

**E** volunteer@westcheshire.foodbank.org.uk

[www.westcheshire.foodbank.org.uk](http://www.westcheshire.foodbank.org.uk)

**West Cheshire Application and Information Document – COVID 19 Pandemic Volunteer Recruitment**

Thank you for your offer to help with West Cheshire Foodbank. In order for us to process your application please complete the following form.

The West Cheshire Foodbank Volunteer Handbook is attached at the end of the form for your information. If you have any questions please email admin@westcheshire.foodbank.org.uk

West Cheshire Foodbank is committed to protecting data privacy and will process your personal data in accordance with current data legislation. Your data will only be used for purposes relating directly to your volunteering activity. It will only be seen by foodbank personnel responsible for your volunteering. It will not be sold or passed to any other organisation.

West Cheshire Foodbank’s Purpose is:

1. to provide relief to individuals and families in crisis in West Cheshire, through the provision of emergency food supplies.
2. to provide practical, mental and spiritual support either directly or by referral to approved partner agencies to enable individuals and families avoid future crises.
3. to raise awareness of the causes of food poverty and to encourage both policy-makers and local people to take action.

As a volunteer, your responsibilities are:

* support visitors to the Foodbank through the provision of emergency food supplies as outlined in WCFB and Trussell Trust guidelines.

**Name and Contact Details**

Full Name: (BLOCK CAPITALS)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address including postcode: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Mobile/Tel No: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Tick to confirm that you are happy for us to add you to our volunteer email database once you have started volunteering for West Cheshire Foodbank. This can be withdrawn at any time.**

**Contact in case of Emergency**

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Tel no: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Relationship: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Do you have any health problems that we should be aware of? Yes No

If yes, please give details:

**Please select the location and hours you are able to volunteer:**

Chester City Centre, Wesley Church Centre

*Monday 1.30pm – 3.30pm*

Chester City Centre, Wesley Church Centre

*Thursday 1.30pm – 3.30pm*

Trinity Centre, Ellesmere Port

*Monday 10am – 12noon*

Trinity Centre, Ellesmere Port

*Tuesday 10am – 12noon*

Trinity Centre, Ellesmere Port

*Thursday 10am – 12noon*

Trinity Centre, Ellesmere Port

*Thursday 10am – 12noon*

Neston Community and Youth Centre

*Thursday 10am – 12noon*

Blacon Matthew Henry Church

*Fridays, 10am – 12 noon*

Lache Community Centre

*Friday 10am – 12noon*

Admin and Warehouse/Van Driver

Monday, Tuesday, Thursday and Friday 9am – 1pm

**Confidentiality Agreement**

As a volunteer for West Cheshire Foodbank, you may have access to (or may learn of) information of a confidential nature including personal volunteer, donor and/or client details. Confidential information includes the contents of the foodbank operating manual, which should not be disclosed to people outside of the project.

When someone gives us any confidential information, they need to be sure that we will not pass this on to anyone else without their prior permission.

The only exception to this is if you have been party to any information which raises a concern to you, such as a safeguarding matter. In this case, you will be expected to share this with the nominated safeguarding person for the foodbank.

Confidential information includes (but is not limited to) foodbank vouchers, data collection system entries, spoken words and presentations, printed documents, loose notes, diaries, memoranda, drawings, photographs, electronic, magnetic and optical storage, and computer printouts.

Confidentiality Statement

I understand that while volunteering with West Cheshire foodbank I may come across information that is confidential. I agree that I will never disclose such confidential information to anyone outside of the project, subject to the exception outlined above.

I also agree to respect the intellectual property of The Trussell Trust and not to pass on any foodbank forms or documentation I may use in the course of volunteering for West Cheshire foodbank to anyone outside of the project.

I understand breaches of this agreement could result in termination of volunteering with the foodbank.

**Tick to confirm that you are happy for to uphold this confidentiality statement.**

**Photo/ Video/Story Permission**

By allowing West Cheshire Foodbank and The Trussell Trust to use your story, or picture you are helping them to let others know the importance of the charity’s work. Your story, picture and video may be shown in magazines, newspapers, and other printed and online material. This includes the internet, on social media i.e. Facebook and Twitter, on television, and in any other promotional materials.

Your contributions are stored securely and may be re-used multiple times by West Cheshire Foodbank and The Trussell Trust

You grant West Cheshire Foodbank and the Trussell Trust the right to record free of charge your contribution of story, photography and/or film.

To comply with the Data Protection Act 2018, we need your permission to use your contributions in our material, which will, on occasion, be shared with national press and corporate partners, as well as online.

If you agree and understand all these terms outlined in this document, then please provide your details and sign this form.

In accordance to the Data Protection Act 2018, your personal details will not be shared, other than real names and region, e.g.: ‘Jo Bloggs from Brixton’.

You acknowledge that any material published online may be seen globally and UK Laws may not apply

**Tick to confirm that you are happy to give permission for photo, video and stories relating to you to be captured and shared**

**Health and Safety Information and Agreement**

The team leader will advise volunteers of health and safety requirements and any hazards associated with their responsibilities.

Guided tour of distribution centre

Volunteers must undertake a tour of the distribution centre and shown where they will be working.

Hygiene

Toilets and hand-washing facilities are provided. Volunteers must:

* + wash hands before commencing work and after using the toilet
  + cover cuts and burns with a first-aid dressing
  + not report for work if suffering from a contagious disease or illness

Fire alarm and emergency evacuation

In the event of a fire, volunteers must proceed to the fire assembly point. Volunteers are expected to familiarise themselves with the location of the fire assembly point and with fire exits.

First aid

Volunteers are expected to familiarise themselves with the location of first aid boxes.

Accident procedure

All accidents, however minor, must be reported to the team leader or centre manager, and the details recorded in the accident book.

Absence procedure

Volunteers unable to attend any of their pre-arranged volunteering commitments with us (for whatever reason) should notify the team leader.

Health and safety notices

Volunteers are expected to familiarise themselves with the location and contents of health and safety notices.

Health and safety and manual handling

Health and safety posters are located in the food cupboard.

Please do not work at height until you have been shown how to safely do so and never lift or move anything heavy which you are not confident or able to do. When lifting and carrying heavy objects volunteers should remember to bend their knees and keep their back straight and should ask for assistance when required.

**Tick to confirm that you are happy to uphold these health and safety procedures**

**Staying Safe Advice for Volunteers and Agreement**

West Cheshire Foodbank is committed to the safety and well-being of all its volunteers whilst working with us. No volunteers should be expected to endure abuse of any kind for clients, co-workers or members of the public.

Dealing with Difficult Clients

From time to time a volunteer may be faced with a client who is angry, aggressive or abusive. When faced with such a person the safety of the volunteers is paramount and the following guidelines are deigned to help volunteers handle situations that may arise.

1. Try to remember that the anger is not personal. By the time they have arrived at Foodbank many clients have already gone through what may be a stressful and difficult process for them. If a client carries agitated then ensure two people sit with them.
2. Try to diffuse the anger by listening carefully and quietly to their story. Give a positive response and reassure the client that you are there to help them.
3. Ensure that whilst this conversation is going on, their bags are being packed swiftly.
4. If a client continues to be aggressive or angry tell them in a calm and quiet way that you will not tolerate being spoken to in a rude or aggressive way. If they persist you can ask them to leave the premises but wait outside until their bags are ready.
5. If they continue to be non co-operative then ask them to leave immediately without food. If you are in a building where there are staff of other organisations, then ask for their help. If you need to, phone 999 and ask for police help.

If you have any problems or queries in a session call:

Kathryn, Community Development Worker 07714 616684

[Available during every session]

Lindsay - Warehouse Coordinator 0151 355 7730

[Mon, Tues, Thurs, Fri 9am-1pm]

Dealing with Difficult Emotions

Many of the people who come to the Foodbank come with a difficult story and are at the end of their tether. It is good to sit down and listen to the stories and offer those people space to offload and be heard. Listening to clients is a valuable gift that we offer and for some, it is as important as the food that is distributed.

However, listening in this way takes its toll and often can leave the listener feeling drained emotionally. The following may help in staying emotionally safe.

1. Debriefing is important. Take time at the end of each session to talk to one another about the session; remember though, that confidentiality is important so the debrief is not about what has been heard but about your reactions to it and how you may be feeling.
2. As the session ends and you move on to the next thing in your day do something to signify leaving the session behind. Maybe as you walk or drive home imagine taking off you ‘Foodbank coat’ and deliberately in your mind let go of the stresses you have experiences during the session.
3. If there is something that is ongoing that is troubling you then speak to the session co-ordinator; if they feel you need more support then they will arrange for that.

Asking for help is not a sign of weakness. We all need opportunities to debrief, especially when we have heard harrowing stories, sometimes one after another during a session. It is good practice to seek out opportunities to speak to others about how you are dealing with what you have heard.

**Please sign to confirm that you understand and agree to all of the above.**

Name:

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(please provide electronic signature or scan printed document)

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Thank you!