



VOLUNTEER



Handbook

Thank you so much for volunteering with Educafe. Educafe volunteers are at the heart of everything we do, and we couldn't do what we do without you. We have so many things that we want to achieve, and you can help us make things happen.

In this handbook you'll find useful information to help you settle in and hopefully answer any questions you might have.

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Clare Middleton and Janine Ford

1. Who's Who

Clare Middleton

Founder and Director

Additional Responsibilities: Education and Language Support

clare@educafeuk.co.uk

Janine Ford

Director

Additional Responsibilities: Health & Wellbeing, Front of House

janine@educafeuk.co.uk

Julie Seal

Community Café Manager

info@educafeuk.co.uk

Margaret Neville

Chatty Corner Manager

margaret@educafeuk.co.uk

Subia Azmet

Parents' Village Manager

parentsvillage@educafeuk.co.uk

Marketing & Social Media

hello@educafeuk.co.uk

Volunteers are warmly welcome to attend our 'Who's Who Meeting', every Wednesday at the Library in the Carnegie Room. You'll meet the directors along with key people attending the café and find out the latest Educafe news. Please come along at 10.45am.

2. Safeguarding Advice for Volunteers

Safeguarding our visitors to Educafe

Many of the visitors to Educafe are adults who may be at risk of abuse. If you suspect abuse, you should take one of the following actions;

- Report your concerns to Clare Middleton or Janine Ford, your supervisor or manager.
- Report your concerns to West Berkshire Council Safeguarding Adults team (see below).
- Phone the police on 999 if you consider it to be an emergency.

Safeguarding volunteers at Educafe

We ask that you please complete the volunteer registration form.

Educafe volunteering form <https://www.educafeuk.co.uk/volunteering/>



Any contact you have with visitors to Educafe should normally be in the library or other official location.

It is possible that you may arrange to meet with visitors to the café at another time or location, maybe to assist them in some way. In this instance it is recommended that;

- You avoid being alone with anyone where possible, particularly someone of the opposite gender.
- You complete the EDUCAFE CHATTER & VOLUNTEER MEETING FORM to advise us of your intention to meet.
- <https://form.jotform.com/EDUCAFE/educafe-chatter--volunteer-meeting->



WBC Safeguarding Adults team 01635 519056 safeguardingadults@westberks.gov.uk
www.westberks.gov.uk/safeguardingadults

3. Training

When you begin your volunteer role, your supervisor will make sure that you understand your role, rights and responsibilities.

From time-to-time specific training may be offered to you. This often takes place before the café opens and you will be given plenty of notice. Other training is often offered by external trainers and we would encourage you to take up these offers.

4. DBS Checks

Background

Many of our visitors are considered vulnerable. A Vulnerable Person is defined as a person who may need community care services by reason of mental illness, developmental disability or delay, other disability, age, illness or emotional disturbance and who is or may be unable to take care of himself or herself or unable to protect himself or herself against significant harm or serious exploitation. **A person with limited language skills may fall into one or more of these categories.**

Examples of vulnerable persons may include persons with autism, dementia, acquired brain injury, a tendency to wander, inability to communicate, aggression or other unusual social responses.

Educafe has a duty of care to our visitors and volunteers to uphold and maintain a robust safeguarding system. In line with this, West Berkshire Council has agreed that all our staff and volunteers should hold a valid DBS Check (Disclosure and Barring Service Check), they have also agreed to pay for this on our behalf.

Why are DBS Checks important?

Some of you will already be familiar with DBS checks. DBS Checks help to decide whether someone is suitable to work with children or vulnerable adults.

DBS checks give employers, charities, and the volunteer sector peace of mind that they are hiring staff that don't have any convictions related to their role. This also protects employers, charities, and the volunteer sector against liability if accusations are made against an individual by clients or other organisations.

If we invite you to apply for a DBS check, what happens next?

To get started, please login to the system as follows:

Click on link below:

<https://disclosure.capitarvs.co.uk/cheqs>

Please choose Standard / Enhanced DBS Application

You will need the following login details.

Organisation Reference: **EDUCAFE** Organisation Code: **dIDRg5**

Educafe will be notified once you have applied, and Clare Middleton will then contact you to arrange to see evidence of your identity.

- A minimum of 3 documents must be presented.
- At least one document must be from Group 1, a 'Primary Trusted Document' (Driving Licence or Passport taking priority)
- At least one document must show your current address.
- At least one document must show your date of birth.

Clare will carry out the document checks on Wednesdays during Educafe time and will contact you to advise a date. Decisions from the DBS are usually made within 2-3 weeks.

We really appreciate your support with this and hope that you will agree to holding a DBS Check with us. If you have any questions, or if you already hold a current DBS Check please let us know.

5. Agreement - Statement of volunteer Rights and Responsibilities

volunteers have the right to . . .

- An adequate orientation to the organisation.
- A clearly written job description.
- Be assigned to a job that suits their personal preferences, motivation, skills, experience, and qualifications.
- Be trained to do their job.
- A suitable place to work.
- A satisfying job.
- Know their supervisors and how to contact them.
- Be provided with adequate guidance and supervision, protection, safety, and insurance when carrying out their assigned tasks.
- Have their personal information held confidentially.
- Have their out-of-pocket expenses reimbursed agreed in advance.
- Be involved in decisions that affect their areas of responsibility.
- Have their concerns and complaints heard.
- Be respected by co-workers, clients or members, and staff.
- Feedback about their performance.
- Be recognised for contributing their time, experience, ideas, and skills.

- Say “no”; volunteers should not be coerced into doing tasks against their wishes or that they don’t feel qualified to do.
- Take time off for a holiday or for personal reasons.
- Resign from their position.

Volunteers have the responsibility to . . .

- Ensure they have the time necessary to take on a volunteer position.
- Work within the policies and rules of the organisation.
- Respect the privacy of staff, clients or members, and other volunteers.
- Be reliable and dependable.
- Complete agreed hours and tasks.
- Inform the organisation when they will not be available to volunteer.
- Be loyal to the organisation.
- Speak up about important issues or concerns.
- Attend orientation and training sessions.
- Follow directions given by supervisors.
- Be team players and support staff and other volunteers.
- Be considerate about the views of staff, clients or members, and other volunteers.
- Identify their limitations and expectations.
- Be accountable and accept constructive criticism.

6. Probation Period and Volunteer Reviews

As with any role, paid or voluntary, organisations offer a period of probation. This is to make sure you are happy in your role, you have been adequately trained and you understand your rights and responsibilities. It is also a time for us to evaluate your performance and that you are in the right place to benefit Educafe. Educafe offers a 4-week (or 4-session) period of probation.

From time to time, we may ask volunteers to attend a review or complete feedback survey.

Our Volunteer Feedback Survey can be found here:

[VOLUNTEER REVIEW FORM](#)



7. Volunteer Exit Interviews

We ask volunteers to provide at least one month's notice of their decision to terminate their involvement with Educafe or any projects they are involved with.

We invite leaving volunteers to attend an exit interview. The purpose of this interview is to accomplish the following:

1. Bring closure to the volunteer/Educafe relationship.
2. Obtain feedback about the overall volunteer experience for the purpose of ongoing volunteer programme development.
3. Obtain feedback about the specific programme in which the person has been volunteering for the purpose of ongoing development of that programme.

This form will help support the exit interview. Thank you so much for your support.

[EXIT INTERVIEW FORM](#)



The secret of happiness is something to do 😊