Logo, company name

Description automatically generated

Colorful hands in different colors

Description automatically generated

**Handbook**

1. Who’s Who
2. Safeguarding Advice for Volunteers
3. Training
4. DBS Checks
5. Agreement – Statement of Volunteer Rights and Responsibilities
6. Probation Period & Volunteer Reviews
7. Educafe’s Policies & Procedures
8. The libraries risk assessment
9. Volunteer Exit Interviews

**Who’s Who**

**Clare Middleton**

Founder and Director

Additional Responsibilities: Education and Language Support, Governance team member

[clare@educafeuk.co.uk](mailto:clare@educafeuk.co.uk)

**Janine Ford**

Director

Additional Responsibilities: Health & Wellbeing, Fundraising, Governance team member

[janine@educafeuk.co.uk](mailto:janine@educafeuk.co.uk)

**Subia Azmet**

Parents’ Village Manager, Governance team member

Marketing & Social Media

[hello@educafeuk.co.uk](mailto:hello@educafeuk.co.uk)

**Fee Bentley-Taylor**  
Operations Manager  
Additional Responsibilities: Front of house, HR management of the Volunteers,

COL Community Cafe and Cafe Manager  
Governance team member

[fee@educafeuk.co.uk](mailto:fee@educafeuk.co.uk)

**Vacant position**

Chief Financial Officer

**Julie Seal**

Governance team member, and Cafe Volunteer

[info@educafeuk.co.uk](mailto:info@educafeuk.co.uk)

**Margaret Neville**

Chatty Corner Manager, Governance team member

[margaret@educafeuk.co.uk](mailto:margaret@educafeuk.co.uk)

**Helen McGowan**

Bookkeeper & Governance team member

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. So please read through the entire handbook and have a glance at the policies and libraries risk assessment. Thank you!

If you haven’t already then please complete the volunteer registration form, we also recommend you join our quarterly newsletter (it’s another way to hear about our funding situation and other updates). Please select yes/ no in the form below;

[Volunteer today with Educafe!](https://form.jotform.com/EDUCAFE/volunteer-registration-form)

By now you would have had a welcome introduction to Educafe with Fee, our Operations Manager, she would have shown you around Educafe, introduced you to the team and answered any of your questions.

You will also be invited to join the Educafe **Volunteers Whatsapp group chat**, (this is a quiet group chat, and you can mute chats if you don’t want to be disturbed when you’re not volunteering or away). It would be really helpful to be part of this for quarterly meeting reminders or to access numbers for Safeguarding reasons).   
Please let Fee know either way.

Volunteers are warmly welcome to attend our ‘Who’s Who Meeting’, every Wednesday at the Library in the Carnegie Room.   
You’ll meet Fee and /or the Directors along with key people attending the Educafe and find out the latest news.   
Please come along at 10.45am, only if you can.

1. **Safeguarding our visitors and volunteers at Educafe**

**Safeguarding our visitors to Educafe;**

Many of the visitors to Educafe are vulnerable adults who may be at risk of abuse.

If you suspect, see or hear any abuse or know of any safeguarding issues with anyone who attends Educafe **you must take action** **immediately,** **never not inform our Safeguarding Officers, Clare Middle or Subia Azmet**-   
 You should take one of the following actions;

* In first instance you must report your concerns immediately to **Clare Middleton** (Adult Safeguarding Officer), or **Subia** **Azmet** (Child Safeguarding Officer) or **Fee Bentley-Taylor**, Operation Manager, never not speak to them if you have any concerns, they will take the necessary action (they are all on the Educafe WhatsApp Volunteer Group chat)
* If you’re not at Educafe then please contact them immediately, you can also contact;
* West Berkshire Council Safeguarding Adults team Tel; 01635 519056 (see below).

WBC Safeguarding Adults team 01635 519056 [safegardingadults@westberks.gov.uk](mailto:safegardingadults@westberks.gov.uk)

[www.westberks.gov.uk/safeguardingadults](http://www.westberks.gov.uk/safeguardingadults)

* If you consider it to be an emergency phone the police on 999.

We will also ask you to complete our Safeguarding form to report the situation https://form.jotform.com/EDUCAFE/educafe-safeguarding-form-



**Safeguarding our volunteers at Educafe**

**Please note any contact you have with visitors to Educafe should normally be in the library or other official public locations.**

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.
* We also recommend that you meet in a public area, cafe or the library and not their home address
* You complete the [Educafe chatters & volunteers meeting form](https://form.jotform.com/241552089685365) to advise us of your intention to meet.

1. **Training & Educafe funding updates**

When you begin your volunteer role, your supervisor will make sure that you understand your role, rights and responsibilities. You will also be briefed about where the libraries fire exits are and reminded to read our policies and the libraries risk assessment.

From time-to-time specific training may be offered to you, like Safeguarding.   
This often takes place before the café opens and you will be given plenty of notice. Other training is offered by external trainers, and we would encourage you to take up, it’s also useful if you can feed anything back to the Supervisor who can share them with the other Volunteers.

We also host short online updates to our Volunteers, with quarterly Teams meetings and other news about the other Educafe projects. More details to follow!

1. **DBS Checks**

Many of our visitors are considered vulnerable. Displaced families/ adults and refugees are classed as vulnerable and may fall into one or more of these categories, they may need community care services by reason of mental illness, developmental disability or delay, other disability, age, illness or emotional disturbance, a person/ persons who may be unable to take care of herself or himself or unable to protect himself or herself against significant harm or serious exploitation.

Examples of vulnerable people may include those 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 enhanced 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, CICs, and the volunteer sector against liability if accusations are made against an individual by clients or other organisations. If you have an in-date enhanced DBS check then please bring it with you into Educafe for Fee to check and scan a copy onto our system. If not, then;

**If you haven’t already shown us an in-date enhanced certificate we will invite you to apply for a DBS check, what happens next?**

You will be emailed with a link from <https://westberksdbs.employmentcheck.org.uk/>

with a username and password (please keep a record of these) and asked to complete your enhanced DBS application form.

Educafe will be notified once you have applied, and Fee Bentley-Taylor will then contact you to arrange to see proof of your ID;

* 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, a council tax or household bill from the last 3 months.
* At least one document must show your date of birth.

Fee 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. Please let Fee know if you have any questions on [fee@educafeuk.co.uk.](mailto:fee@educafeuk.co.uk)

**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 and complete feedback survey, this really helps us to capture anonymous data about and gauge how happy our volunteers are and how we can change or support you.

**7. Educafe’s Policies and Procedures;**

To keep good governance all CICs and charities must have relevant and up to date policies. We urge all volunteers to read the Educafe policies. attach web link

**8. Libraries Risk Assessment;**

Please make sure you have read this; a copy will be kept with each Volunteer Manager every Wednesday for you to read,

a copy will also be attached in the next in quarterly update meeting email. Ask Fee if you haven’t seen it.

**7. Volunteer Exit Interviews**

Finally, 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, if you could spend a minute completing our feedback form, we will then remove you from our database.

The Educafe team would like to ***thank you so much*** for your support and precious time spent volunteering with us!

[EXIT INTERVIEW FORM](https://form.jotform.com/EDUCAFE/educafe-volunteer-exit-interview)

A qr code with black squares

Description automatically generated

We really hope you have benefitted from the experience and wish you all the best with future endeavours!

The secret of happiness is something to do :)