



THE HUB - SOUTH CHARD

VOLUNTEERING HANDBOOK

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WELCOME

Hello

My name is Jenny
and I am delighted to
welcome you to
The Hub - South Chard.



I am the Community Manager for the Hub and have been working with our volunteers for many years. I've found that every single volunteer brings an amazing level of passion and dedication. That's what makes The Hub so special and it means we are right there together to support the varying needs of our community. You are joining a community of amazing people who have loads of experience to share with you. We are a friendly bunch and you'll receive a warm welcome from all of us.

This handbook will help get you off to the best start on your volunteering journey and will act as a handy guide during your time with us.

With such a supportive community around you, we hope you'll stick with us for a long time.

Thank you for volunteering with us.

Jenny Reid
Community Manager

WE ARE A COMMUNITY

The Hub is based at South Chard Church. We offer a range of services for the community of Chard, South Chard and the surrounding villages. We provide a safe space for people to come and chat about their needs and we work hard to signpost and refer people to the right services for them.

WHAT YOU MEAN TO US

In a word everything. You are massively important to us, because you and all our other volunteers make it possible for us to support our local community, especially those in need.

Whether you are out providing transport, or supporting our youth, or delivering food boxes, or doing something else utterly wonderful, you are making a huge difference to people living in our community. We simply couldn't provide the emotional, practical or financial help they need, without you.

We never forget this, which is why we take every step possible to make sure your experience at The Hub is as rewarding and enjoyable as possible.

HUB LOVE

WE WILL:

- Always treat you with respect, consideration and appreciation.
- Make sure you have the best possible experience by sticking to our volunteer policies.
- Tell you about the responsibilities of your role and our policies so you know where you stand and have what you need to deliver your best (you can access our policies at www.southchard.co.uk/policies using the password PolicyAccess).
- Give you appropriate training for your role and opportunities to develop your skills, if you wish. Whether it be training in first aid, brushing up on your digital skills or something else! We are committed to equipping you with the tools you need to succeed - please speak to Jenny or Clare for more information.
- Prioritise the safety of our volunteers and community members. This may require you to complete a DBS check before volunteering.
- Support you by holding regular meetings/informal discussions.
- Provide fair, honest feedback regarding any concerns with performance or conduct.
- Update you on how your contribution is making a difference to the people in our community.
- Reimburse your expenses where appropriate and pre-agreed. We take your time and commitment seriously and don't ever want you to feel you can't talk to us about any expenses you incur. See our expenses policy for more information (www.southchard.co.uk/policies - password: PolicyAccess).
- Create a safe and respectable environment.
- **NEVER** forget the enormous contribution you make.

BE SOMETHING WONDERFUL

WHAT WE STAND FOR

Our main purpose is to work with everyone in our community in need, and provide support and services where we can.

It's essentially our promise to our community - to help individuals live life as fully as they can.

Volunteers like you are vital in helping us deliver on that promise. Together we create a support system for when people need us the most.

WORKING THROUGH DIFFICULTIES

For most people, volunteering with The Hub is an enjoyable and rewarding experience, but occasionally, problems can happen.

It could be an issue with another volunteer, or a difficulty you have in carrying out your role.

Whatever it is, we use a standard approach to make sure we can sort things out as quickly and fairly as possible.

STAGE 1 - Informal

Wherever possible, we try to resolve problems informally. This means we expect people to talk to one another and try to sort issues out between themselves. Our Community Manager (Jenny) or our Community Support Worker (Clare) will usually be the ones to help you do this, unless your problem involves them directly and at which point you will be referred to another senior member.

STAGE 2 - Formal

If it's not possible to resolve a problem informally or if it's serious then we use a formal process to properly investigate and decide what to do about it.

If it's being dealt with formally, we will provide you with support and information so you can prepare properly (see complaints policy here:

www.southchard.co.uk/policies - password: PolicyAccess).

READY, SET, GO!

I hope this booklet has been helpful and has given you all the information you need. If you want any further information, please do not hesitate to ask.

And lastly - here is one final THANK YOU! We are so excited to be working with you, and we look forward to getting to know you more.

Let's make a difference together.

The Hub, South Chard

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Please sign and date the agreement below and return to us:

✂️-----

I.....

confirm that I have read and understood the volunteers handbook, the policies and risk assessments that are applicable to my role at The Hub South Chard.

I agree to abide by them during my volunteering post.

Signature:

Date: