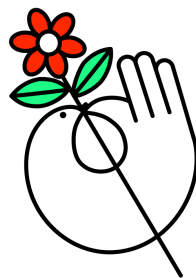


Emmaus Coventry

Guidelines for Volunteers



Emmaus – the homeless charity that works

Our Aims

Our aim is to provide a safe home environment (we call it a Community) for previously homeless individuals (Companions) and provide them with support to enable them to move forward with their lives. We aim to be self supporting generating income through our shop.

We want to make our Coventry & Leamington shop a welcoming place where local people are able to source high quality low cost furniture and other household items for their homes.

We seek to provide an excellent collection and resale service for local people who are looking to recycle their unwanted items, thus reducing the amount going to landfill.

Our shop will strive to provide excellent employment and volunteering opportunities and on-going training.

You can find out more about Emmaus and our work in Coventry & Warwickshire on our website.

<http://www.emmaus.org.uk/coventry-warwickshire>

Alternatively, please contact us on enquiries@emmauscoventry.org.uk

FURTHER INFORMATION

The Emmaus Movement

The Emmaus movement is a global organisation with more than 400 self-supporting communities in 44 countries, of which 17 are in the UK. (There are also a further 14 embryonic groups in the UK.) The movement aims to alleviate poverty and homelessness through a network of self-financing Communities within which residents (known as Companions) feel free and respected and where they meet their own needs and help each other. Emmaus Communities in the UK are social enterprises in which the residents sign off primary benefits and commit to a full working week. Communities are sustained largely by the income from the sale of refurbished and second-hand furniture, electrical goods, bicycles and other household waste, although in the early stages housing benefit also forms part of the income. For further information see www.emmaus.org.uk.

Why An Emmaus In Coventry?

Homelessness and social exclusion are problems identified and being addressed by government at national and local level. Here in Coventry we have been providing a home and work to previously homeless individuals for xxx years. Emmaus is increasingly being recognized as providing, for a significant number, a viable way forward from dependency to inter-dependent self-reliance, and on to independent living where possible.

Our Coventry and Leamington Shops will add value to the wider community by selling good quality affordable second-hand furniture and household goods, and by diverting waste from landfill. It also provides the income that helps support the Emmaus Community and contributes to our aim to become self supporting.

Emmaus Coventry & Warwickshire offers a real solution to homelessness, rebuilding lives and enabling individuals to take their place in society.

Volunteering with Emmaus

The support of reliable and committed volunteers is crucial to the success of our business. We would like your experience to be a positive and enjoyable one, and this handbook is intended to guide you as you begin your volunteering with Emmaus Coventry.

Coventry & Leamington shops

Our Deputy Community Leader is responsible for shop management and she will tell you who will be your day to day contact. It is expected that you will attend punctually for your shift. If for any reason you are unable to attend, please try to give as much notice as possible, so that we can provide cover. Do remember to sign in and out, in the book by the till. It is vital that we know you are on site.

Working with Companions

Volunteers will be working alongside our residents (we call them Companions). It is expected that relationships with Companions remain friendly but professional. Any issues raised by Companions should be brought to the attention of the Deputy Community Leader, you should not attempt to resolve these yourself. You should not give or accept gifts or money from Companions as we find this can cause resentment within the Community. If in doubt please ask a staff member.

Lunch and breaks

We ask volunteers should take their breaks in liaison with their daily contact so that we ensure the shop is staffed at all times. Tea and coffee facilities are provided for all volunteers, and lunch is available to those working over this period. You will be shown break facilities and toilets on your first day volunteering

Smoking is not allowed anywhere on the premises – there is a designated smoking area which you will be shown on your first day volunteering.

Location

Emmaus Coventry shop is located at 70 Red Lane. The nearest bus stops are on Stoney Stanton Road a five minute walk away, there is limited parking on site but it is possible to park on the street.

Our Leamington shop is located at 6 High Street, opposite the train station

Shopping

As a Volunteer, you are entitled to 20% off any goods you purchase. Goods are only available to purchase once they have been priced and placed on the shop floor. Please do not take any goods off site without paying for them and getting a receipt from the Shop Manager.

Safety

IT IS VITAL THAT ALL VOLUNTEERS ARE AWARE OF EMMAUS COVENTRY & WARWICKSHIRE HEALTH AND SAFETY POLICY, COPIES OF WHICH CAN BE FOUND ON THE NOTICE BOARD IN THE CANTEEN.

Volunteers must make themselves aware of the fire evacuation procedure for Emmaus Coventry Shop, and to ascertain whom the qualified First Aider/s are when they come on duty.

In the unlikely event that an emergency arises, please remain as calm as possible, and follow the instructions of the Deputy Community Leader.

In the course of your duties as a Volunteer, it is important that you report to the Deputy Community Leader any accident you have, however small. It is a legal requirement that all accidents are recorded for Health and safety reasons, in the Accident Book, kept in the Office.

If you see anything which you would consider a hazard to you or a member of the public, please report it immediately to the Deputy Community Leader.

If whilst dealing with a member of the public, they become aggressive to you, as far as you are able, do not respond in an aggressive manner. Call for help from a member of staff or the Deputy Community Leader.

EMMAUS COVENTRY & WARWICKSHIRE WILL NOT TOLERATE ANY AGGRESSIVE BEHAVIOUR, BE IT VERBAL OR PHYSICAL, TOWARDS COMPANIONS VOLUNTEERS OR STAFF. ANYONE BEHAVING IN SUCH A MANNER WILL BE ASKED TO LEAVE THE PREMISES.

VOLUNTEER CHARTER

AS A RESPONSIBLE CHARITY COMMITTED TO ITS VOLUNTEERS, EMMAUS COVENTRY WILL:

- Respect Confidentiality
- Agree tasks in advance with the volunteer by a role profile or spoken agreement
- Involve volunteers according to ability, regardless of age, disability, gender, race or other issues
- Fulfill Health and Safety Legislation

AND TO PROVIDE:

- An appropriate induction programme
- Suitable insurance cover (public liability and employers liability)
- A named line manager, to give direction and support
- Information about the organization and the people who use it
- Preparation and training for the tasks to be done
- Individual Personal Development Review, whether formal or informal
- A means to interact with Emmaus Coventry and the wider Emmaus Community
- A clearly identified way to make a complaint
- A reference for further work (paid or voluntary)
- Equal access to ongoing support and supervision
- A clearly identified way of enabling volunteers to express and opinion
- Reimburse any reasonable costs in coming to or carrying out voluntary work (where possible)
- Encourage a positive attitude to volunteers from all staff
- Recognise the contribution of volunteers to the organisation

EMMAUS COVENTRY & WARWICKSHIRE – VALUING VOLUNTEERS