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Charity No: 1174426

## **Chesterfield Foodbank - Volunteering Policy & Agreement**

### **Vision, mission and values**

**Vision** - End the need for the food bank

To signpost our clients to ensure they are receiving their full entitlement to benefits and that they are connected to the right support agencies.

**Mission** - Enable people in crisis to obtain food, toiletries and household goods  
To create partnerships with community-focussed agencies, so that people in crisis can obtain food vouchers, providing emergency food, toiletries and household goods.

### **Aim and scope of the policy**

This policy aims to provide guidance for volunteers who have accepted an agreed role within the food bank and the staff who supervise them.

The policy forms part of our commitment to volunteering, acknowledging the hugely valuable contribution that volunteers make to the food bank.

### **Equality, diversity and inclusion**

Chesterfield Foodbank is committed to embracing diversity and promoting equality and inclusion. During your time volunteering you will be treated fairly regardless of gender, sexual orientation, age, parental or marital status, disability, religion, colour, race, ethnic or national origins or socio-economic background. As a volunteer we expect you to support our commitment to promoting this position.

We firmly believe that no one should be left out. Whatever the needs of our volunteers, we do our best to meet them by being flexible, inclusive and accommodating. We hope that all volunteers will actively seek to create supportive and happy teams, and, when needed, will 'buddy' with someone who needs a little more help to accomplish the task in hand.

### **Volunteer agreement**

What you can expect from the Chesterfield Foodbank:

- to be involved with an organisation that is dedicated to end hunger and poverty
- to be welcomed and treated with courtesy and respect
- clear instructions, information and advice to assist you in your role

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- to be consulted and informed regarding any possible changes to your role
- to be treated fairly regardless of gender, sexual orientation, age, parental or marital status, disability, religion, colour, race, ethnic or national origins or socio-economic background
- a named contact for support: your main contact is your Centre Manager or the Project Coordinator
- to have your right to privacy respected
- recognition and thanks

Chesterfield Foodbank expects volunteers to:

- uphold and champion the vision, mission and values of Chesterfield Foodbank
- remember that you are a representative of the charity
- collaborate positively with staff, volunteers, members of the public, clients and staff from partner organisations throughout your time as a volunteer
- be open and honest in your dealings with us
- comply with relevant policies and procedures
- meet mutually agreed expectations around your role and to communicate with your Main Contact if these cannot be met
- let us know if we can improve the service and support that you receive
- let us know if you wish to change the nature of your volunteering role or if you are unable to continue as a volunteer

### **Recognition**

Volunteers bring a huge amount of value through their time and commitment so at Chesterfield Foodbank we will take the time to thank and recognise our volunteers. This will take the form of day to day activities such as regular communication and asking for your feedback.

### **Expenses**

Chesterfield Foodbank will pay for reasonable out of pocket expenses incurred whilst undertaking your volunteering role. Expenses should be discussed and agreed with your Centre Manager in advance. An expenses form should be completed in order to receive your reimbursement. For more information please see our Expenses policy.

### **Insurance, risk assessment and health and safety**

All volunteers are covered by Chesterfield Foodbank's public liability insurance, whilst at the warehouse, any distribution centre or making a delivery/collection

Each centre will have an associated risk assessment and this, alongside the Health and Safety policy, will be talked through with you as part of your induction.

Any training necessary to carry out your role safely will be provided and training needs will be regularly reviewed.

Please make use of any personal protective equipment (PPE) provided whilst undertaking your role and let your supervisor know if you need anything further.

## **Problem solving**

Problems may arise in a number of different ways. A volunteer may make a complaint about another volunteer, a member of staff or the Chesterfield Foodbank itself.

In cases of difficulty, the Chesterfield Foodbank:

- endeavours to get it right from the beginning, by following guidance on good practice, having up to date policies and listening to the concerns of volunteers
- offers means to achieve reconciliation when things go awry by ensuring everyone knows what to do when something goes wrong, appointing somebody to monitor volunteers' complaints and to explore independent means of conflict resolution when necessary
- accepts responsibility for ensuring volunteers' complaints have a fair hearing

Any complaint (oral or written) will be examined quickly and effectively. If there is no satisfactory resolution the volunteer will be referred to the Project Coordinator, up to and including the Board of Trustees who will provide a written response within 10 working days.

For further information please see our **Volunteer Problem Solving Procedure** (for complaints against clients and volunteers) and the **Complaints Procedure** (for complaints against Staff and Trustees).

## **Gross misconduct**

Volunteers are expected to behave responsibly throughout their time with the charity. Normally we would bring any difficulties to your attention informally. However, the behaviour listed below would result in us refusing any further voluntary assistance from you:

- Grossly indecent or immoral behaviour, deliberate acts of unlawful discrimination or serious acts of harassment;
- Dangerous behaviour, fighting, or physical assault;
- Incapacity whilst volunteering, or poor performance caused by intoxicants, alcohol, or drugs;
- Possession, supply, or use of illegal drugs;
- Taking part in activities which result in adverse publicity for ourselves;
- Theft or unauthorised possession of money or property, whether belonging to us, another employee or volunteer, or a third party;
- Destruction or sabotage of our property, or any other property on the premises;
- Serious breaches of Health and Safety procedures;
- Maltreatment of volunteers, staff, people visiting the food bank, other visitors or donors;
- Failure to report an incident of abuse, or suspected abuse, of a service user by an employee, other volunteer, or member of the public; and
- Convictions for any offence which may affect your suitability for the volunteering duties you are involved in.

Please note that a criminal record will not necessarily preclude you from volunteering, but we may need to make an assessment of any risks both to you and to others.

## **Safeguarding**

We take safeguarding very seriously and are committed to fulfilling the requirements of the Safeguarding Vulnerable Group Act 2006, the Disclosure and Barring Scheme and other relevant legislation aimed at the protection of vulnerable people. The charity ensures it promotes a safe environment for children and vulnerable adults.

All volunteers for the charity have a responsibility to follow best practice and to pass on any welfare concerns in line with our **Safeguarding Policy & Procedure**. Remember, safeguarding is the responsibility of all of us; if you spot something, make sure you immediately follow the training and guidance you receive.

Allegations which involve potentially criminal activities will be reported immediately to the police.

## **Confidentiality**

The charity fully complies with the requirements under GDPR and PECR and volunteers must do so too. Whilst volunteering you may have access to or learn of information of a confidential nature. We expect all volunteers to comply with our **Volunteer Confidentiality Agreement** and if appropriate **Data Security Statement**.

Volunteers will not, either during their time at the charity or thereafter, use to the detriment or prejudice of the charity any confidential information about the charity or other information designated as confidential.

We expect all volunteers to comply with our confidentiality guidelines and sign a statement to indicate that you agree to them as part of the induction process.

## **Supporting policies and procedures:**

- Expenses Policy
- Volunteer Confidentiality Agreement
- Health and Safety Policy
- Safeguarding Policy & Procedure
- Data Privacy Statement For Foodbank Volunteers
- Problem Solving Procedure
- Complaints Procedure
- Driving Guidelines

**Volunteer**

Signed ..... Date .....

Name.....

**Centre Manager / Project Coordinator**

Signed ..... Date .....

Name.....