



The Sara Lee Trust

OUR VOLUNTEER HANDBOOK

January 2020

The Sara Lee Trust, Registered in England and Wales, Charity Number 1055048.

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HELLO AND WELCOME

Thank you for choosing to volunteer with The Sara Lee Trust (SLT) and helping to reach and improve the lives of people living across Hastings and Rother who are affected by cancer and other life threatening illnesses.

Volunteers are at the centre of all that the Trust does, whether that is representing the Trust in the community, raising money to fund our services, or supporting us to deliver our care.

Our aim is to ensure that anyone giving their time to support our work feels valued, respected and proud to be part of the Trust team.

This handbook is here to explain the things you need to know about volunteering with the Trust and we hope you find it helpful. If you would like more information on any of the areas covered please ask your Team Lead (Shop Manager or relevant Manager).

Thank you again for deciding to support our work and make a difference within your community.



Dan Redsull
Chief Executive Officer

The Sara Lee Trust

Information Summary for all Team Members

- **Health and Safety** – All team members should maintain an awareness of health, welfare and safety issues that may affect any team member or customers and report any potential risks or issue.
 - **Manual Handling** – Formal training is required for all lifting and handling duties. Please see your Team Lead if you need training or a refresher.
 - **Trust Policies and Procedures** – All staff are required to work in accordance with these. The Volunteer Handbook sets out the working guidelines and expectations of our Volunteer supporters.
 - **COSHH** – Some cleaning materials have the potential to cause harm. Check with your Team Lead before accessing any materials for cleaning or other purposes.
 - **Fire Safety** – All team members should be aware of the fire exits and the onsite fire policy. Please ask your team lead if you are unsure.
 - **Dealing with aggression** – Try to stay calm and call your Team Lead. You and your colleagues safety is the most important issue.
 - **First Aid** – Be aware of the location of the First Aid box. If in doubt seek medical advice and attention and inform your Team Lead.
 - **Accidents / Incidents** – All incidents or accidents should be recorded in the Accident Book and reported as soon as possible.
 - **Managing donated items (charity retail)** – All items received should be processed and priced in a standard way as set out by the Team Lead before being put out for sale. Staff purchases are possible after this but only with Team Lead agreement.
 - **Teamwork** – Regular team updates will be posted in the team information area and a team meeting will be held at least every three months. The Trust operates an open door policy so please do raise any matters with your Team Lead between meetings if needed.
- All team members are expected to work in a manner that reflects the ethos of the Trust; in a respectful, open and caring way.**

If you would like any further information, please speak to your Team Lead.

ABOUT US

The Trust provides essential care and support to people living in Hastings and Rother affected by cancer and other life threatening illnesses. Our care is provided either in the home or from one of our Therapy Hubs (based at St Michael's Hospice, the Rye, Winchelsea and District Memorial Hospital (Rye Hospital) and the Therapy Centre at Sidley.)

The Trust provides psychological support, including specialist counselling, psychotherapy, Cognitive Behavioural Therapy (CBT), a range of complementary therapies as well as group support and educational activities.

The Trust is also the dedicated provider of these services for St Michael's Hospice and Rye Hospital.

Our services make a difference to the lives of those living with and affected by cancer and other life threatening illnesses.

FUNDING

Apart from a small, but important NHS grant, the Trust receives no statutory funding for its core services, and is completely reliant on public support, fundraising and charity retail.

Patient feedback

“Having cancer can be an extremely disempowering experience, the charity has enabled me to feel more in control of my life and valued my individual experience of dealing with cancer.”

“I felt like me and not a person with cancer.”

“My counsellor has made a huge positive impact on my life and really helped clarify my thoughts and identify positive steps I've taken in my life whilst on treatment.”

ABOUT YOU

The Trust is supported by an incredible team of over ~~150~~ 200 volunteers.

Volunteers support the Trust for a variety of reasons. Some want to make a difference to the lives of people affected by cancer and other illnesses, others want to develop new skills, and some simply want to meet new people and have fun.

Every person who volunteers for us does have one thing in common: **they are absolutely vital to our work.**

WAYS TO GET INVOLVED

There are a number of ways that you can get involved in supporting our work. Some examples include:

- Help in one of our charity shops, or with our fundraising events
- Become a Trust Ambassador
- Hold your own fundraising events
- Become an office volunteer
- Help shape our services through our Service User Group
- Be an Event Volunteer or a Village Champion

If you would like more information on these opportunities, please contact one of our team:

General enquiries – 01424 456 608 (Karen) / karenbell@saraleetrust.org

Volunteering enquiries – volunteer@saraleetrust.org (Emma)

Fundraising enquiries – 01424 457 969 (Katie) / fundraising@saraleetrust.org

Charity Retail – 01424 272 358 (Suzy) /
donationcentre@saraleetrust.org

We will ensure that the matter will be dealt with fairly and properly and in accordance with Trust policy.

Other policies and procedures:

This handbook provides a summary of the main Trust policies and procedures that govern volunteering at the Trust. If you would like to gain a better understanding of any specific policy and how it affects your role, please contact your Team Lead.

KEEPING IN TOUCH

As a Trust volunteer we want to keep you up to date with Trust developments. You can ask to receive our bi monthly newsletter by email (email “request” to fundraising@saraleetrust.org) or through our website. A copy of our newsletter will be available at each Trust location.

By providing your email address you will get an operational volunteer newsletter every month

Problems within your role

If you encounter any difficulties with any aspect of the role, please talk to your Team Lead as soon as possible for advice and support. If you are finding it difficult to discuss matters with your Team Lead please contact the Trust Finance and Admin Officer on 01424 456 608, or the Volunteer Co Ordinator, emmagodson@saraleetrust.org

Dealing with complaints

Although dealing with complaints can be difficult, it can give us a positive opportunity to improve the way we do things and provide a better service for those we care for.

We have a centralised complaints procedure to ensure that we capture all feedback. If you wish to make a complaint or you receive a complaint from someone please pass this to your Team Lead.

Whistleblowing

Volunteers who have serious concerns about a series of events or the conduct of a staff member / other volunteer should raise them with their Team Lead in the first instance. If they feel unable to do so they should report them directly to the Chief Executive.

When raising the concern, individuals should highlight the fact that they are raising it under the whistleblowing policy and that

they require the matter to be dealt with confidentially, stating if they have any personal interest in the matter and how they feel the matter might best be resolved.

WHAT CAN YOU EXPECT FROM US? WE WILL:

- Always treat you with respect, consideration and appreciation
- Ensure you have clear knowledge of your responsibilities
- Give you information about the training and support available to help you carry out your role

Our commitment to our volunteers. We:

- Want to make sure that you enjoy your role and get the most out of it.
- Will provide you with support through regular meetings and / or discussions (the format will depend on your role)
- Offer you fair, honest and timely feedback on your work
- Update you on how your work has made a difference

WHAT WE EXPECT FROM YOU

We expect high standards from all our team members, whether they are paid staff or volunteers.

To ensure you get the most out of your role, please try to do the following:

- Always treat Trust staff, supporters and fellow volunteers with respect, consideration and appreciation
- Act in a professional way whenever you represent the Trust
- Act in a way that doesn't discriminate against or exclude anyone
- Provide as much notice as possible if you are unable to fulfil your volunteering commitment, or if you no longer wish to be involved

If you don't fully understand your role and responsibilities, please ask your Team Lead for further guidance.

SUPPORT FOR YOU

Induction

All volunteers will receive an induction when joining our team.

This will include a detailed review of Health and Safety and other related requirements as well as any other specific training required to carry out your volunteering role.

This is also an opportunity for you to highlight any areas of further training that you would like.

Ongoing training and support

We want you to feel happy and confident in carrying out your role and that there is adequate support to enable you to do so.

We also want you to be able to develop within your role and you will receive ongoing support from your Team Lead through regular meetings.

Volunteer feedback:

"I volunteer for SLT primarily because my late husband was a recipient of their therapies in their earlier years and gained great benefit from them. He always looked forward to his next treatment. They were also very caring to me and we both appreciated their support at such a dreadful time.

So I volunteer because I want to pay them back by giving them my support but I also enjoy working for them. It is a very worthwhile local charity and I have been delighted to see it grow over the years. I know many people now who have sadly been in need of their therapies and support but have been greatly appreciative at the same time.

I help in the office which is work that suits me".

“I decided to carry on volunteering to give something back, to keep my admin skills up and because I feel it is a great charity to volunteer for.”

We will not discriminate against any volunteers because of their age, disability, ethnic origin, gender, marital status, nationality, political beliefs, race, religion, sexual orientation or socio-economic background.

No smoking policy

Smoking, including vaping is not permitted on Trust property or when staff or volunteers are involved with Trust activities.

Insurance

The Trust has Employer’s Liability Insurance. This provides insurance against liability for injury and disease experienced by volunteers or staff as a direct result of their involvement with Trust activities. As a registered volunteer you are also covered by our public liability insurance when carrying out your volunteer duties on our behalf.

Car drivers

It is important to note that if you are involved in an activity for the Trust that involves using your car, you must inform your own insurers. Most insurance companies agree to cover car journeys at no extra charge – check this with your own insurance company. Your car will not be covered by the Trust insurance described above.

What we wear

As a volunteer for the Trust, you are also an ambassador for the organisation. You are responsible for presenting a positive image of the Trust. Please use your judgement to dress appropriately for the activities that you are asked to carry out.

If you are ever unsure about what to wear, just ask your Team Lead.

CARRYING OUT YOUR ROLE

Boundaries

Clear boundaries are important for staff, volunteers and service users. They enable us to carry out our operations according to agreed expectations and ensure that everyone receives the same quality of service.

We realise that staff and volunteers may sometimes have contact with patients and customers in a personal capacity – as friends, family or colleagues. In these situations, please take care to avoid any possible conflict of interest.

Confidentiality and Data Protection

Compliance with Confidentiality and Data Protection is an express condition of volunteering. For this reason, you will be asked to sign a confidentiality agreement before you start volunteering with the Trust.

Personal information recorded about volunteers will be stored and maintained with the appropriate safeguards in place. Volunteers have a right of access to their personal records under the GDPR.

Disclosure Barring Service (DBS) Checks

The Trust is involved in working with or supporting vulnerable adults in a wide variety of ways. If your role involves working with these people you will be required to undergo a DBS check as part of our policy on safeguarding. Your Team Lead will be able to provide you with more information if it's required for your role.

Diversity

We are committed to a policy of treating all volunteers and volunteer applicants equally and fairly. We accept volunteers based on their suitability for the role. We will not discriminate

THE ESSENTIALS

As a volunteer, you'll need to be aware of the following policies and procedures. Please take a few minutes to have a good read through and familiarise yourself with them.

Gifts

If you are offered a gift of money or other items, you should ask the person if they would like to donate the money / item(s) to the Trust and if so notify your Team Lead. Otherwise any offers should be politely declined. The same policy applies to bequests. These should be referred to Katie Jones in fundraising.

Expenses

The Trust will reimburse any reasonable out-of-pocket expenses incurred as a result of your volunteering. All expenses must be agreed with your Team Lead in advance and tickets and receipts provided in order to make your claim.

Health and Safety

The Trust is committed to looking after the health, safety and wellbeing of everyone who works for us, on our premises or uses our services. This commitment applies equally to our team of volunteers who are vital to the services we provide. Any activities carried out on a voluntary basis are covered by the same Health and Safety legislative requirements as those carried out by Trust employees. It's therefore important that you understand and accept your personal responsibility towards promoting and maintaining health and safety standards in order to provide a safe working environment for all.

Regular risk assessment(s) are carried out for all Trust activities. It's important that you:

- Carry out your duties without endangering either your own health and safety, or that of colleagues, third parties and / or the general public.

- Comply with all relevant instructions and procedures relating to safety and follow guidance provided by The Trust.
- Inform your Team Lead of any personal health and safety requirements that you have.

If you have any doubts regarding your health and safety role or responsibilities, please speak to your Team Lead as soon as possible.

Accidents and incidents

All accidents and incidents must be reported to your Team Lead as soon as possible and the appropriate forms filled out (Accident Book). If you feel that it is a real emergency, please contact the emergency services immediately (dial 999).

All risks for any health and safety matters should be reported to your Team Lead immediately (or the general office in their absence on 01424 456 608).

- **First Aid:** There are appointed persons for first aid in each Trust location. You will be informed of the location of the first aid box in your induction
- **Fire Safety:** Fire safety & evacuation procedures will be covered in your induction and are displayed in each location.
- **COSHH (Control of Substances Hazardous to Health):** A register of these materials is maintained in each location. You should not use these materials unless you have had a detailed induction on their use from your Team Lead.
- **Moving and lifting (manual handling):** If your volunteer role requires moving and lifting responsibilities you will have formal training as part of your induction. ***You should not undertake any moving and / or lifting until you have completed this training.***
- **Lone working:** It is Trust policy that unless otherwise agreed all Trust operations should be carried out with at

least two team members present. ***Should your role require lone working a Lone Working Form will need to be completed with your Team Lead.***

- **Display Screen Equipment (DSE):** Any volunteers using DSE will be required to undertake a self-assessment questionnaire as part of their induction. Any difficulties with workstations should be notified to your Team Lead.

Personal safety and ID badges

On your application form you will have provided us with an emergency contact, whom we will contact in the unlikely event of an emergency. If it is required for your role, you will be issued with a volunteer ID badge/lanyard which you should always wear when carrying out your SLT activities.

- **Dealing with aggression:** The Trust will not tolerate any form of aggression towards any member of its team. Our policy on dealing with aggression will be covered in depth in your induction.

Social Media

All communication by staff and volunteers via social media sites should be professional, polite and not detrimental to the Trust. You should act responsibly and uphold the reputation of the Trust.

Talking to the Media

Volunteers should not make statements or speak on behalf of the Trust without express permission from your Team Lead.