
CHURCH ON THE STREET

Volunteer Handbook

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Welcome

Welcome to COTS we are so pleased that you have joined us. Our volunteers are instrumental to the work we do here at COTS: they're the friendly faces you meet daily and key members of our community, they represent COTS as soon as visitors step through the door. You'll notice all of our volunteers behave in a welcoming and professional manner at COTS, and we'll be providing you with an induction and handbook so you can do the same.

As a volunteer, you'll be expected to support our work by performing your role to the best of your ability. That means following relevant procedures such as health and safety, confidentiality and safeguarding – as well as meeting the expectations we've agreed for your role. We also expect our volunteers to arrive on time for shifts and let the volunteer coordinator know if they're unable to attend.

If you have any questions or concerns while volunteering with us please chat to your volunteer coordinator or one of the staff.

Vision, Mission and Values

COTS vision, mission and values are what keep us doing what we do, as a volunteer it is important to know and understand what they mean. If you have any questions or would like to discuss the following please speak to Pastor Mck or Pastor Emma.

COTS Vision Statement (What we want to be)

To be the light of Jesus Christ shining in the gaps of injustice and see the poor raised out of poverty.

COTS Mission Statement (What we aim to achieve, day to day)

We will share the good news of Jesus Christ through providing food for the hungry, water for the thirsty, clothing for the naked, care for the sick and to visit those imprisoned. (Matthew 25:35-36)

Core Values (How we aim to live and work)

The core values of COTS are based upon the 4 absolutes of Jesus during the sermon on the mount all of which portray the character of Jesus. The values are:

- Honesty
- Unselfishness
- Purity
- Love

What we do

As a Christian church we believe it is vital that we provide a holistic approach to personal recovery, therefore we provide the opportunity to access Bible studies, prayer groups, christian teaching courses and programmes, as well as church services in Burnley and Preston. Alongside these weekly activities we provide a growing provision of support for people in need.

We are passionate about the work we do here at COTS. We care deeply for many people in need – people who are homeless, in poverty, the elderly, children and families, prisoners, people suffering addictions, those with disabilities – anyone who needs us will receive love, compassion and support. We make a huge difference to so many people in our community who may feel excluded or face loneliness and isolation.

Our work includes food distribution and food banks, hot meal provision at specific times and locations throughout the week, critical service support (for example, transport of prescriptions, needle exchange, mental and physical health drop-in, opticians), support for those who suffer bereavement, pastoral care, listening support, and counselling services. To help provide the services available at COTS we work closely with various organisations including, the NHS, Inspire, Elisha House, Citizens Advice, Pendleside Hospice and many more.

Who's Who

Staff

Bishop Mick Fleming, (Senior Pastor)

Chris Cherrill (Operations Director)

Emma Dagers (Assistant Pastor)

Nicola Leverett (Partnerships Manager)

Kelvin Poh (Finance Administrator)

Kev (Kevin) Whittaker (Operations & Pastoral Care Supervisor)

Sheryl Lancaster (Reception & Donations Coordinator)

Becky Leverett (Marketing Assistant)

Joanne Duke (Cafe Kitchen & Operations Assistant)

Ellie Kilbride (Reception & Operations Assistant)

Holly Ireland (Partnerships & Operations Assistant)

Dave (David) Allen (Counsellor & Operations Assistant)

Volunteers

Gill Savage (Charity Shop Manager)

Trudi Barrie (Pastoral Admin)

Anne Gimeno (Volunteer Coordinator)

Jacques Gimeno (Caretaker)

Expectations

We will do our best to:

- Provide an induction and any training needed for the role
- Provide a named person to support you as a volunteer
- Treat you in line with our equal opportunities policy
- Have insurance cover for you as a volunteer
- Follow good health and safety practices
- Have in place a safeguarding policy and procedures
- Provide appropriate training
- Apply our problem-solving procedure if there is a problem.

As a volunteer with Church on the Street I agree to:

- Support the work of Church on the Street
- Perform my volunteering role to the best of my ability
- Follow relevant procedures, such as health and safety, confidentiality and safeguarding
- Meet agreed expectations for the allocated role (See specific job description)
- Be on time for your allocated shift and inform a member of the team if unable to attend
- Behave in a manner that represents COTS in a welcoming and professional manner
- Do not smoke, vape, drink alcohol, or solicit illegal substances while on the premises
- Understand and put into practice the vision, mission and values of COTS

- Have read the COTS volunteer handbook
- Undertake an induction before starting in the role
- Follow the organisation's dealing with problems process
- Inform your line manager if you need to leave the premises during your working hours

Practical Stuff

Contact details

Address: Church on the Street, 1 Bethesda Street, Burnley, BB11 1PR

Telephone: 01282 222203

Charity Number: 1187927

Website: www.cots-ministries.co.uk

Email: hello@cots-ministries.co.uk

Facebook: @cotsadmin

Instagram: @cotsministries

To stay up to date on all the latest news, events and stories you can sign up to our newsletter on the website. Scroll down to the bottom of each page and submit the form.

Car parking

There are several car parks in the area around the Burnley hub, all are pay and display. Parking on the roads around the hub is limited to 40 mins during the day. There is free time limited parking in Barnoldswick on the street and free all day in various car parks in the town.

Refreshments

You are welcome to hot and cold drinks as well as food while on duty at COTS. If you would like something to eat or drink please ask the volunteers on cafe duty, we ask that you do not help yourself unless told you can do so. We also request that you ask a member of staff if you are in need of a food parcel, please do not help yourself without prior permission.

Lockers

Lockers are provided at Burnley and it is your responsibility to keep your possessions safe and secure at all times. Please only use the lockers for the time you are volunteering.

Do's and don'ts

At COTS we always aim to create a welcoming, warm and friendly environment where everyone is treated fairly and respectfully. To help keep us all safe we advise the following:

- Do not offer or give anyone money, cigarettes or any item of value - we have services in place to offer any help a person may need. Please refer to one of the team if asked for help other than the service you are providing.
- Do not bring alcohol or drugs into any of COTS premises.
- Smoking of cigarettes, vapes, or e-cigarettes is strictly prohibited in the premises.
- Please engage in friendly conversations with the people who come into the building.

Duty shifts

All duty shifts will be agreed between the Volunteer coordinator/ Line Manager and the volunteer. If you are not able to do your allocated shift please let the Volunteer coordinator or shop manager know **as soon as possible**. Should you wish to change your shifts please contact the Volunteer coordinator/ Line Manager.

Signing in

We ask everyone who enters the Burnley Hub building to sign in using the signing in book at reception. Signing out is not required.

Wi-Fi code

There is free Wi-Fi throughout all COTS premises - the Wi-Fi code for the Burnley hub is: matt2566. For Barnoldswick please see the manager.

Uniforms and lanyards

Here at COTS our staff and volunteers do not wear uniforms or lanyards as we feel it would create a 'them and us' environment. Aprons are provided depending on the role you will be doing.

In case of fire

Should a fire emergency occur, please leave the building using the appropriate routes and exits. Our designated Fire Assembly Point, in Burnley ,is across the street from the front door. There is an evac chair located at the top of the stairs. All staff are trained as Fire Wardens and use of the evacuation chair.

First Aiders

In the event of an accident or a person becomes unwell please report to one of the staff who are trained in First Aid.

Policies & Procedures

To read all policies in full you can find them on our website at:

www.cots-ministries.co.uk/legal-stuff

Here is a brief overview of the main ones. We encourage you to read through them. If you have any questions please speak to the Operations Director.

Safeguarding

Everybody who volunteers at COTS has the right to be safe no matter who they are or their circumstances. We hold various safeguarding courses throughout the year, these are either in person or online. As a volunteer you have **A duty of care** to identify and report any safeguarding concerns to a member of staff. Please do not take action or investigate further. You also have **a responsibility** to be aware of the safeguarding policy and to have read and understood the content.

Everyone has a duty to respond if they are worried about abuse or neglect of an adult at risk of harm. Types of abuse can include physical, domestic, sexual, discriminatory, psychological, self-neglect, organisational, financial or material, neglect and modern slavery.

As a volunteer you are required to report any concerns immediately to the volunteer coordinator or member of staff, they will then speak to the safeguarding lead. You are not expected to investigate further. If an adult confides in you and asks you not to tell anyone you must still report it. Whilst it is important to respect their wishes this cannot override their welfare and safety. You should tell them you may need to share it with a staff member who may be able to help. These concerns are confidential and should only be shared with the volunteer coordinator or member of staff in the first instance and not with other volunteers.

It is important that you keep yourself safe, DO NOT go into private rooms on your own to speak to a service user, and take extra care when speaking to a member of the opposite sex. Do not put yourself in a position where you would leave yourself open to accusations or harm.

Confidentiality

You may be asked to sign a confidentiality agreement before you begin volunteering.

It is important that you realise that all data held at COTS is confidential. Anything you learn while volunteering here must not be discussed outside COTS without permission from the appropriate person - one of the pastors or Operations Director.

Data protection

To help manage our volunteers we collect and store your personal data from application forms and volunteer agreements. This is stored securely on a system called Beacon. Data security has always been important, in fact it is more important today than it has ever been, but it has become more complex and time-consuming to manage now that technology is so central to the way we live. We all have a duty to protect people's personal information in a safe and secure manner and share appropriately.

You have a right:

- To request access to your own personal information kept by COTS
- Have inaccuracies corrected, blocked, erased or destroyed in certain circumstance
- Object to direct marketing
- To be forgotten - have your personal data removed from COTS records when you leave

In some roles you may process personal data. You must:

- Know the purpose of needing the individuals data
- Be transparent
- Only collect the personal data you need
- Make sure your device is password protected and locked when not in use
- Work where you are not overlooked
- Keep paperwork to a minimum and keep with you while working
- Don't discuss personal or sensitive data on the phone or within earshot of others
- Keep drawers and cupboards locked

Health & Safety

The law says:

- You have a right to a safe workplace
- Your organisation (COTS) must keep you safe
- You have a responsibility for your own safety

It is the duty of everyone to ensure, so far as is reasonably practicable, the health, safety and welfare at work of all volunteers.

Everyone must:

- Take responsibility for their own health and safety and that of others who may be affected by our acts or omissions.
- Cooperate with COTS on health and safety matters
- Be familiar with and follow policies, procedures and instructions
- Report any accidents, damage, unsafe acts or conditions, near misses or loss as soon as reasonably possible to reception of any staff member.
- Ensure that they immediately report any condition which may affect their ability to volunteer safely.

Care should be taken when lifting and always seek help when moving anything heavy. If you see any spillages on the floor, clean it up to prevent slips. Make sure walkways are kept clear.

Fire Safety

It is important that as a volunteer you are aware of Fire safety, it is not your role to deal directly with fire safety issues but it is your duty to know about fire safety and what to do in the event of a fire. As part of your induction you will be informed of any particular risks in the area where you will be working. These include but are not limited to:

- Fire doors must not be wedged open
- Please take note of where fire exits are and the meeting place should the alarm go off
- Make note of the Fire Warden on duty. As a volunteer it is not your role to use a fire extinguisher, the Fire Wardens have been trained in their use.

If you see a fire, smell smoke or suspect a fire - **raise the alarm**. Do **not** tackle the fire. Close doors and windows if it is safe to do so.

- Exit the building as quickly as possible
- Do not stop to collect your belongings
- Do not use the lift
- Make your way to the meeting point
- Do not return to the building until told to do so
- Follow all instructions from the Fire Wardens and emergency services.

Boundaries

As a COTS volunteer you will be working and interacting with vulnerable adults and families. A friendly rapport is important to put people at their ease; however it is important that appropriate boundaries are established and maintained. Boundaries give volunteers confidence as they know how to react to different situations. Clear boundaries help to develop trusting relationships with service users who will know what to expect from our volunteers.

DO

- Build a friendly rapport with the service user
- Report to your line manager on a regular basis
- Report any concerns regarding staff, other volunteers or service users to your line manager
- Maintain confidentiality at all times
- Stay within the limits of your agreed volunteer role
- Be aware that service users may have factors influencing them that you are unaware of
- Respect people's rights to ensure their personal and sensitive information is held securely and confidentially and please do not treat people's sensitive data as you would want your own to be treated
- Make it clear that you are a volunteer with COTS
- If in doubt about anything please do not act, but check with a member of staff

DON'T

- Use your personal vehicle to give lifts to service users
- Give out any of your personal information including telephone numbers, email addresses or social media information
- Talk about your own personal problems to service users - speak to your line manager
- Talk about any concerns you have about service users or other volunteers with anyone else except your line manager
- Go in a room alone with service users - please ask a member of staff to sit in with you
- Lend, borrow or accept gifts from service users
- Be under the influence of alcohol or take drugs during your time volunteering.
- Participate in unsafe / illegal activities with service users whilst volunteering for COTS
- Lend or give service users money

Expenses

We want to make sure as many people as possible can volunteer with Church on the Street. No one should miss out because they can't afford to volunteer. We encourage anyone claiming expenses to try and find the most cost effective method possible, without putting their safety or wellbeing at risk. We can only pay back money you spend as part of your volunteering role within a certain time limit. We will only cover expenses of a volunteer who is currently in receipt of Universal Credit or similar benefit unless approved by the Operations Director.

Bus tickets

We provide volunteer bus tickets through the use of the Transdev app - this provides an easy solution for travel expenses for our volunteers. Please speak to the Volunteer Coordinator for details. If you are unable to use the app you will need to claim through the expenses claim form.

Other costs

Unfortunately we are not able to cover formal or informal childcare expenses or pay for respite care to volunteers with caring responsibilities. We do not cover expenses for any use of personal mobile calls, food, drink, or stationary as these are all provided at COTS for you.

Grievance Procedure

If you are experiencing difficulties while you are volunteering at COTS and it involves another person and would like to have a confidential conversation with a member of staff please contact your volunteer coordinator. If the grievance involves the volunteer coordinator please contact the Operations Director. In the event that the conversation does not resolve the problem we follow the COTS grievance procedure.