

SHARE

A LIBRARY OF THINGS

SHARE A Library of Things
an Edventure:Frome Enterprise

Volunteer Handbook

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Frome
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Volunteer Policy

Welcome to SHARE

We are a not for profit social enterprise. Our aim is to get people spending less, wasting less and connecting more. And by doing this, help people to save money, reduce carbon and waste, and cultivate a happier, more resilient community.

SHARE is a community space for Frome, tailored to local people's needs. A place for people to borrow objects, share skills and connect with others, in a welcoming and fun environment.

SHARE is a service run by the community of Frome, for the community of Frome. Volunteers are at the heart of SHARE and may wholly run the service in the future. Sharing your time increases the sustainability of SHARE and helps it to be an effective and valued resource for the people of Frome. SHARE simply couldn't exist without people giving their time to run it, so volunteers are an extremely valued part of the team.

A Brief History

The idea for SHARE was born in early 2015, as a partnership between Frome Town Council, social enterprise Edventure, Sustainable Frome and The Cheese and Grain, the local music and events venue.

The set up of the shop was undertaken by a group of eight young people, in just two months, as part of specialist training in community entrepreneurship, run by Edventure. Much help was given by the local community in the form of advice, expertise, time, donations, opinions and enthusiasm!

Your Experience

We hope your experience here will be productive, enjoyable and meet your needs and interests as well as those of SHARE.

This handbook outlines below what you can expect from us as a volunteer. This will be explained in greater detail during your induction and please ask questions at any stage.

So why come here?

- Learn new skills
- Make new friends
- Share your skills
- Improve your chances of getting a job
- Be part of a team



- Be inspired!
- Get involved with your local community
- Free membership to SHARE

What you can expect from us:

- To offer equal opportunities to everyone who wants to volunteer
- To match your skills and experiences with the right role for you wherever possible, listening to your motivations and aspirations
- To offer appropriate training and support for your role
- To celebrate success and recognise loyalty and dedication
- To respect all our volunteers and listen to what you have to say, consistently encouraging two-way communication
- To provide information about the SHARE's policies and procedures
- To make necessary arrangements to ensure your health, safety and welfare as a volunteer
- To encourage a positive and friendly atmosphere
- To provide access to trained members of staff, to support, guide and advise you

Recruitment

Interested people are invited to get in touch anytime and fill in a volunteer form with the contact details of at least one reference.

All volunteers will meet with the project manager for a chat and recent references will be contacted before confirming their position.

Training and Development

You will have access to training or information to help you successfully carry out your volunteering role. You will be offered an appropriate induction including information about the volunteering environment and any equipment you may be using in your role. If you choose to take on an additional or alternative role or activity as a volunteer, the project manager will be happy to help you widen or develop your skills and knowledge accordingly.

Equal Opportunities and Diversity

SHARE is committed to diversity and aims to be representative of the community in which it works. We are committed to developing and maintaining a service in which differing ideas, abilities, backgrounds and needs are fostered and valued, and where those with diverse backgrounds and experiences are able to participate and contribute.

Expenses

SHARE recognises that the reimbursement of expenses incurred in traveling to and from the place of volunteering or in the course of volunteering is



important from an equal opportunities point of view. This is necessary to ensure that all individuals have access to voluntary opportunities.

The organisation's volunteers are able to claim reasonable out of pocket expenses, subject to the production of receipts as evidence of the expenditure. This has to be pre-arranged with the manager.

Data Protection and Confidentiality

We take great care to protect your information as part of our data protection responsibilities. As a volunteer, we expect you to protect any personal or confidential information to which you may have access.

Insurance

SHARE has appropriate types of insurance in place to cover its volunteers. These include employers' liability insurance and public liability insurance in the event of a volunteer being harmed due to the negligence of the charity, or a third party being injured as a result of the actions of a volunteer whilst performing SHARE duties. However, our insurance does not cover your personal belongings.

Smoking and Substance Abuse

The premises if SHARE is a smoke free area. No smoking is allowed in or near our shop. Volunteering whilst under the influence of alcohol or drugs will not be accepted.

Grievance and Disciplinary Procedures

If a volunteer has a grievance about the organisation they can bring this up with the project manager in the first instance. Any grievances will be taken seriously and worked through in the appropriate manner. In exceptional circumstances, if anyone feels unable to speak to the project manager they can contact Anna Francis on Francisa@frometowncouncil.gov.uk.

Health and Safety

Everybody working in the shop will be taken through appropriate health and safety measures and practical safety issues during their induction.



What we expect from you

As a volunteer you agree:

- To perform your volunteering role to the best of your ability
- To be reliable, punctual and meet agreed commitments and to give reasonable notice when this is not possible
- To work in partnership with other volunteers, staff and the general public
- To support, respect and adhere to our organisational policies, guidelines and management decisions – including all aspects of equal opportunities, health and safety and data protection
- To always consider and protect SHARE's good reputation in your actions and conduct
- To act responsibly and within the law
- To let the project manager know if you have any problems so that we can find a solution together
- To discuss with staff your needs whilst volunteering with us.
- To let the project manager know if there are changes in your personal circumstances that may affect your volunteering
- To have the best possible experience by getting involved and enjoying your volunteering

Note: this agreement is in honor only and is not intended to be a legally binding contract of employment

Signed:(volunteer)

Date:

Signed:(on behalf of the SHARE: Edventure)

Date:

Please remember to keep us up to date with your details - if you move house, change mobile number, or get a new email address. Also let us know if your health changes or if your emergency contact details change.

Please give us a call if you cannot come in or are going to be very late.

Charley: 07917 367587, charley@edventurefrome.org

Maija: 07963 938783

IF YOU HAVE ANY QUESTIONS, PLEASE ASK!

Thank you. We appreciate everything you do.

Code of Safe and Behaviour

Responsible

Looking after ourselves,



each other and the shop.

General Rules

- Work areas to be kept clean and tidy and clear of tripping hazards.
- Stairs and passageways to be kept clear.
- Check ladders, steps and other access equipment for defects before use. If damaged do not use and report to manager.
- Heavy items are to be kept on low level shelves, only small, light-weight items on upper shelves.
- Don't lift anything that you consider may be too heavy.
- When sorting stock be careful as some items may be sharp. We have protective gloves in the repair space. Sort items on a table, be careful with initial sift, bag rubbish safely and wash hands afterwards.
- Electrical equipment must be switched off and unplugged when left unattended unless designed to be left plugged in.
- Report all mechanical and electrical defects to the manager who will enable repairs.
- Use correct lifting technique when handling goods. Ask for help if load is heavy.
- Use personal protective equipment if necessary even for brief periods.
- Report all accidents, dangerous occurrences and near misses.
- Every employee is expected to report any problems or safety concerns to the manager. The manager has a duty to give proper attention to these.
- Report any incidents of abuse to managers for discussion & support.
- The first aid box is underneath the till desk.
- Report any incidents of abuse to managers for discussion & support.
- Help yourself to drinks when needed – don't get thirsty.

Fire Precaution Rules

- Fire exits are to be kept clear.
- All employees to be aware of the fire procedure.
- Never assume that a fire alarm is false.
- Never leave internal fire doors open.
- All indoor areas are No Smoking Areas.
- Rubbish is a high fire risk and should not be allowed to accumulate
- Take due care and attention when dealing with flammable liquids and substances.
- If a fire starts, do not put yourself at risk. Dial 999, inform the manager and move to a safe space. The designated fire meeting point is outside the shop, turn right and go to the pedestrianised space.
- The Fire extinguisher lives at the top of the stairs.

We have a SHARE Health and Safety policy and risk assessment. Please ask if you would like a copy.

