

## INFORMATION PACK



Help in crisis  
Hope for life 

## Volunteer Co-ordinator

Vineyard Community & Richmond Foodbank

May 2023

Dear Applicant,

Thank you for interest in this role.

The information here will tell you about the role and the skills it requires and explains our services and the Christian faith foundation of our work. Please take a look at the appendix on page 11 where you'll find out about the benefits of working in this new role.

An application form is also attached to complete and return.

### **SELECTION PROCESS**

Please e-mail your completed application form to me, David Logan at [david@vineyardcommunity.org](mailto:david@vineyardcommunity.org) to apply. If you would like to have an informal chat as part of submitting your application, you can phone me on 020 8439 9735.

The closing date is **12pm on Wednesday May 31<sup>st</sup> 2023.**

I look forward to receiving your completed application form. If you wish to include a CV, please do so.

Yours

A handwritten signature in black ink, appearing to read "David Logan", with a horizontal line extending to the right.

**David Logan**

**Chief Executive**

The Vineyard Community Centre. Registered Charity No: 1143951.  
A company limited by guarantee, registered in England: No 7669793 Registered Office:  
The Vineyard Community Centre, The Vineyard, Richmond on Thames. TQ10 6AQ.

# 1. WHAT YOU WOULD DO AS OUR VOLUNTEER CO-ORDINATOR

Reporting to our Operations Manager, Fiona, you would work closely with the managers of our Drop-in, Foodbank and Shops to ensure that we recruit and train our volunteers to help run our varied services.

This is a new role which has been created to bring a higher level of professional focus on key members of our team. Currently, we have about 140 part-time volunteers who are absolutely essential for the work with those in need whom we support – our guests.

You will be based at the Vineyard Community Centre, which is located in The Vineyard, TW10 6AQ. This is a short walk from Richmond train station but the work will involve visiting our other satellites across the borough too.

Here are some of those you'll be working with:



...Sarah Olney MP visit and some of those who benefitted from our services this year ...



These are the main aspects of your job – your job description.

## **RECRUITING AND TRAINING VOLUNTEERS**

- To build strong relationships with our six foodbank centre leaders, volunteers and teams, shop volunteers and Crisis Drop-In volunteers, as well as churches and local community groups.
- Ensure that each volunteer role has an up to date role description
- Recruit new volunteers, matching them with opportunities that fit their gifts, skills and interests and ensure they are supportive of our mission and ethos.
- Ensure that all Volunteers receive Induction training Including our mission, ethos, Health & Safety, Fire Evacuation, managing challenging behaviour and professional boundaries.
- Ensure that guests from the Drop-in or Foodbank with a need to be mentored, are placed with trained Supervisors and empathetic volunteers.
- Maintain a record of training for each volunteer.
- Maintain volunteer files securely – print and electronic.
- Organise relevant training for volunteers, including from partner training providers. For instance, Trussell Trust's volunteer training; Mind Mental Health, First Aid training, Safeguarding, Health & Safety, Food Safety and Hygiene etc.
- Ensure that all volunteers are supervised and well supported, their well-being is looked after, and they remain effective for the guests who use our services. This includes volunteers who may require additional support (e.g., health/disability reasons).
- Develop and implement a volunteer handbook.
- Organise / take part in the placement of corporate volunteers and groups.

## **MANAGING AND SUPPORTING VOLUNTEERS**

- Take the lead in organising the charity's volunteer rotas, including responding to last minute changes requiring quick solutions when necessary.
- Support foodbank centre / team leaders to develop hubs, including relationships with referral partners, ensure they have the trained volunteers they need to run their food bank sessions well.

- Keep updated Vineyard Community & Richmond Foodbank's good practice and safeguarding policies and procedures in relation to volunteer management and ensure foodbank centre leaders are trained in these.
- Continue their own development through taking part in Trussell Trust's volunteer management training, and other opportunities where relevant.
- Organise an annual volunteer celebration event across all of the charity's services.
- Prepare a regular volunteer news update in conjunction with the Communications Officer to be mailed out on email and in print where necessary.
- Collect and summarise feedback forms from volunteers.
- Ensure all Volunteer DBS checks are in place, where required, and kept updated across our charity's existing and developing services.

## **PARTNERSHIP WORKING**

- Develop and maintain good working relationships with local and national organisations who provide training and volunteering opportunities for volunteers (e.g., Citizens Advice Richmond, Trussell Trust, RB Mind and RCVS)
- Liaise with Trussell Trust to ensure that volunteer training resources are up to date and appropriate; and to access useful volunteer resources and IT support available to the foodbank network and for volunteers in Crisis Drop-In, Vineyard Community & Richmond Foodbank Shops, and other services in development.

## **INFORMATION, MONITORING AND COMMUNICATION**

- Ensure all volunteer application forms, volunteer agreements and confidentiality agreements are completed and actioned, and references taken, for new volunteers across all our foodbank centres, Crisis Drop-In, Vineyard Community & Richmond Foodbank Shops, and other services in development.
- Manage data entry to the volunteer management system; to enable reporting for grants received, and to provide volunteer reports and analysis to the managers as required, and to ensure good community / team building across our volunteer teams both with each other and with our staff team. This will include timely alerting / inviting of volunteers to events, trainings etc.

- Investigate and implement the use of Trussell Trust Volunteer support tools: Assemble and Peakon.
- Work with the managers of the Foodbank, Shops and Crisis and Community Services to help capture volunteer data, experiences and case studies.

## **2. THE SKILLS YOU WOULD NEED FOR THE ROLE**

### **Essential**

- Passionate Commitment – To the values and ethos of the Vineyard Community & Richmond Foodbank – Providing ‘*Help in Crisis and Hope for Life*’.
- Personal commitment to the Christian values, priorities, and culture of Vineyard Community & Richmond Foodbank, including a desire to be part of and occasionally join in leading our rhythm of faith activities within the charity.
- Genuine empathy and heart for our guests.
- Excellent and proven interpersonal skills that demonstrate a value for all people.
- At least one year’s experience of working with volunteers (or similar relevant experience).



- Demonstrable organisational skills, including strong IT skills and being comfortable using a variety of software platforms.
- Excellent verbal and written communication skills, including writing newsletters and coordination or management emails.
- Experience of facilitating group discussions and training and giving presentations.
- Ability to work under pressure and consistently meet deadlines.
- Willingness and flexibility to work as part of a small, busy team, and to undertake such additional duties as may reasonably be assigned.
- Ability to visit satellite sites without using public transport.

- A satisfactory Enhanced Disclosure and Barring Service check- which we will apply for if you do not have one at present.

**If you have the following, they will be highly useful.**

- Experience of working or volunteering in a food bank, charity Shop, Drop-In or community project for vulnerable people.
- An ability and passion to work with people who have experienced being transitioned into poverty and food insecurity through crisis and various economic and societal challenges.
- A good knowledge and understanding of safeguarding adults and children. Training will be provided where needed.
- A good understanding of the benefits / welfare system. Training will be provided where needed

**3. ABOUT OUR COMMUNITY, SERVICES AND WORK**

Vineyard Community & Richmond Foodbank serves the local community within Richmond borough and seeks to help people into lasting change through holistic support work and the transformation of individuals in body, mind and spirit by the power of God’s love. Those who come to us for help are our guests, rather than clients or service users.

There are broadly four groups of people whom we help.

Firstly, those in complex crisis including refugees, those living on the streets, facing crippling financial difficulty, addiction and mental health struggles, people experiencing multiple and acute disadvantage and resulting vulnerabilities who need emergency short-term support and immediate help at our Crisis Drop-In. Our aim is to help people away from cyclical breakdown to purposeful, stable and self-sustaining living. Our Crisis Drop-In provides emergency basics and longer-term holistic support work to help people lead and sustain positive change in their lives. This includes food, clothing, showers, warm welcome, refuge and casework-based supported journeys to better futures.



We provide on-site emergency nursing and medical help as well as advocacy and case working.

We refer guests to partnering specialist support given by other organisations working on site like the Glass Door, Salvation Employment Plus U.K, RB MIND, Hep C Trust, Richmond Community Drug & Alcohol Services, We Are With You, the Pathway Team, SPEAR Outreach Team, Citizen’s Advice, Foodbank, GP and Community Mental Health services. Regular multi-agency support working, and case conference meetings are held jointly with

other agencies to ensure a co-ordinated approach that can achieve the goals of change each person comes with.



Secondly are those who feel lonely, isolated, and socially excluded. Some have learning difficulties, disabilities or mental health problems and some are complex vulnerable adults.

They are very much at home in our services where hospitality is offered with support work, welcoming community, and Christian ministry available. Besides offering good quality refreshments, we host other organisations and activities in our community café environment like RBMind's Crafty Minds Art Therapy Group, a local Knitting Group, CAB, local Councillor surgeries and other helpful opportunities.



Thirdly, we help those in food poverty who need emergency food supplies. We operate our main Foodbank at our Vineyard Centre and five other satellites provide this service elsewhere across the borough. Our Foodbank is part of the Trussell Trust network. Support work, hot healthy food, and other pathways of change and help are also offered within these holistic services.



Fourthly, we work with vulnerable groups experiencing isolation and trauma, whether refugees, fleeing domestic violence or having multiple complex disadvantages, through our crisis response projects where vocational skills and wellbeing are taught, and support work provided. This gives a sense of community and personal confidence built up through a variety of opportunities for progression to more stable living, further education and employment.



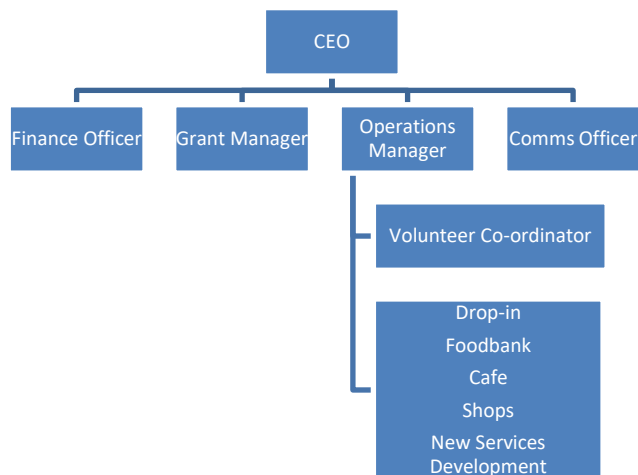
We also run two Vineyard Community Charity Shops. Guests on their road to recovery often work as mentored volunteers in the shops and the café, and both seek to provide self-sustaining income revenue too for our work.

Our website gives more in-depth information here [vineyardcommunity.org](http://vineyardcommunity.org)

Our Annual Report and Accounts for last year is available from the Charity Commission website.



Our organisation structure is shown below:



#### **4. WHO IS HERE TO WORK WITH AND SUPPORT YOU**

**Our staff and Volunteers:** in addition to our small team of very dedicated and passionate staff, seen below at a team meeting in our beautiful and tranquil garden, many volunteers are essential for supporting the needs of our guests. Most volunteers assist in the front-line provision of our services, but others help in administration.



**Our Trustees:** we have six trustees who are all Christians with the majority being members of the Vineyard Life Church. Bob Kimmerling, who is our Chair, is one of the elders of the Vineyard Life Church, and a founder Trustee of the charity. David Smith is our Vice Chairman who is the lead elder of the Vineyard Life Church and Paul McArdle is another elder, who has recently retired as a

Program Portfolio Manager in the City. Peter Flower is Company Secretary, and an HR Consultant with many years' experience as a trustee in the not-for-profit sector. He is also a co-founder Trustee as well as a Trustee of the Vineyard Life Church.

Finally, Stephen Langridge is parish priest of St Elizabeth's Church, and Lydia Palmer belongs to Everyday Church, Sutton and was a teacher and school governor.

**Community Support:** Many local churches from across denominations, support us through vital prayer and financial donations.

We are blessed by support from many individuals in our community who donate goods for our charity shops, clothing for the Crisis Drop-In, food for our Foodbanks. Many



thankfully give through bank standing orders each month, or take part in sponsored activities.

Local companies, both large and small, are also supportive as well as organisations like PayPal, Richmond Golf Club, Richmond Theatre and Kew Rotary Club to name a few.

One of the regular guest groups who raise money through the sale of their handicraft are the 'Knitwits' who meet in our Café every week. Occasionally they 'yarn bomb' in Richmond Town Centre to publicise their group and raise awareness for the Vineyard.



And we get recognition in other, surprising ways! Last year we were honoured to be included in the local Richmond 'edition' of the Monopoly Board game under 'Community Chest'.



Our charity shops sold out of the stock of the game before Christmas!

Local grant fund making charities, such as The Richmond Parish Lands Charity, The Hampton Fund, Richmond Charities and The Barnes Fund, provide a core of financial support as do London grant making trusts like the London Catalyst, the Heathrow Community Fund, and Help the Homeless, and national ones such as the Beatrice Laing Trust and the Bernard Sunley Foundation.

We have good relations with the staff and Councillors of the Richmond on Thames Borough Council.



Individual local Ward Councillors regularly pop in, grab something to eat, run a surgery, and generally recognise and place great importance in the value of our work within their communities.

The Vineyard was officially opened in 2012 by our then Member of Parliament for Richmond Park, Lord Zac Goldsmith (seen here front left). Also shown to his left is the MP for Combatting

Loneliness, Tracey Crouch. Thankfully, we've been able to build strong relationships and community connection throughout the various social stratas of our local borough.

We welcome visits from all those interested in tackling the complex needs of our society. Our two current members of parliament for the borough, Munira Wilson for Twickenham, and Sarah Olney for Richmond Park also support our work.

Sarah, shown on the right, came in to lend a hand in our Foodbank stockroom before last Christmas.



The help of everyone who volunteers is very much appreciated. Without our faithful and committed team of volunteers, we would not be able to help those who are in need.

Our work has also gained great support from our local network of friends and supporters as well as recognition from local councillors, MP's, right up to national news outlets like BBC.

All of the above has culminated in us recently achieving the Highly Commendable Work award this year from Richmond Chamber of Commerce and we are really looking forward to the right person joining the team now as our Communications Officer to help us shape the challenge of the next exciting chapter of our journey in seeking to do all we can to reach out and help those in crisis in a way that brings them sustained hope for life.



## **APPENDIX: MAIN TERMS OF EMPLOYMENT**

### **1. SALARY**

£22,400 pa [£30,000 pa full time equivalent]

### **2. HOURS OF WORK [28.00 per week]**

Hours and days flexible by arrangement but over five days, ideally.

### **3. ANNUAL HOLIDAY**

25 days per year pro rata, excluding public holidays.

### **4. SICK PAY**

Statutory Sick Pay on joining and then 4 week's paid occupational sick leave after 6 month's service increasing after 12 months to 6 weeks.

### **5. PENSION**

Our Workplace Pension Scheme is the People's Pension. You are required to join this scheme after 3 months unless you decide to opt out; the employee contribution is 5% of salary and the employer contribution is 3%.

### **6. PROBATIONARY PERIOD**

6 months.

### **7. NOTICE PERIOD**

4 weeks' notice by you, and 4 weeks by the charity increasing to 6 weeks after 12 months service.

### **8. OTHER BENEFITS**

A fantastic, supportive, and developmental team and workplace that is supporting people and helping them to change the course of their lives for the better, every moment of every day. We are an organisation open to ideas. This is an excellent opportunity for someone who would like to grow the role, branch out, and really be part of taking an organisation on the exciting journey of shaping our future, and therefore is ideal for various levels of experience. Whatever your background, you will be becoming part of something that makes a lasting meaningful difference in the lives of so many people in various difficult circumstances.