

St. Luke's
Centre



HANDBOOK



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Staff and volunteers at the annual Finsbury Arts Festival

REGISTERED CHARITY NO. 207497

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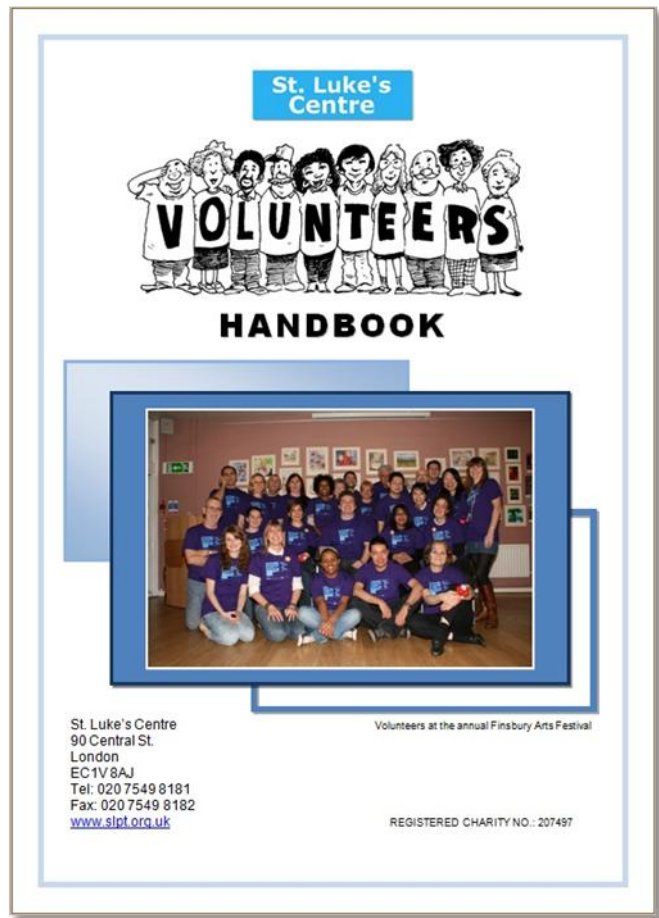
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1.1 PURPOSE OF VOLUNTEER HANDBOOK

The Volunteers' Handbook is designed to introduce volunteers to St. Luke's charity – the history, users, staff and the service we provide to the local community. It also describes volunteer responsibilities as well as outlining areas regarding the benefits, expectations, policies and procedures concerned with volunteering.

One of our objectives is to provide a volunteer experience that encourages personal growth. Now that you have become a volunteer here at St. Luke's, we hope this handbook will guide and support you through the experience.



1.2 ABOUT ST. LUKE'S

VISION & MISSION

“Our charitable aim is to improve the conditions of life for the people living in the area of benefit. We believe that providing a community centre will help break down barriers within the neighbourhood. It will contribute towards the area being welcoming, safe and alive with activity.”

HISTORY

St Luke's Trust is a well-established charity dating back centuries. We serve the community which lives in the ancient parish of St Luke, Old Street. At the present time, this comprises the London Borough of Islington's ward of Bunhill, small pockets of Hackney and Clerkenwell, and the Golden Lane Estate in the City of London.

St Luke's Parochial Trust is an amalgamation of smaller trusts, the earliest of which date back to the sixteenth century. Many years ago, the area of St Luke's was densely populated with extremely high levels of disease and poverty. In those days people often left legacies in their wills to the poor of the parish. For example, gifts of money or property were bequeathed to provide income to give bread, clothing or coals to widows, school children and orphans, or operate almshouses.

Over the centuries, these gifts were accumulated into large parish (or parochial) trusts. Some of these ancient charities exist to this day, and St Luke's is one. As an old parochial charity, St. Luke's may only spend its own money helping improve the conditions of life of those residents living in the area of benefit, which is the ancient parish of St Luke's, Old Street. In today's terms the area is mainly Bunhill Ward in south Islington and a part of the City of London, Clerkenwell ward and Hackney.

For centuries, St Luke's main activity was paying pensions and grants to poor people. In March 1982 St Luke's opened its community centre for the benefit of its existing pensioners and other residents living in the area. The Community Centre was previously a primary school and then the Frank Barnes School for the Deaf. It was converted into a community centre principally for older people since at the time this age group were considered the most in need and were more populous at that time.

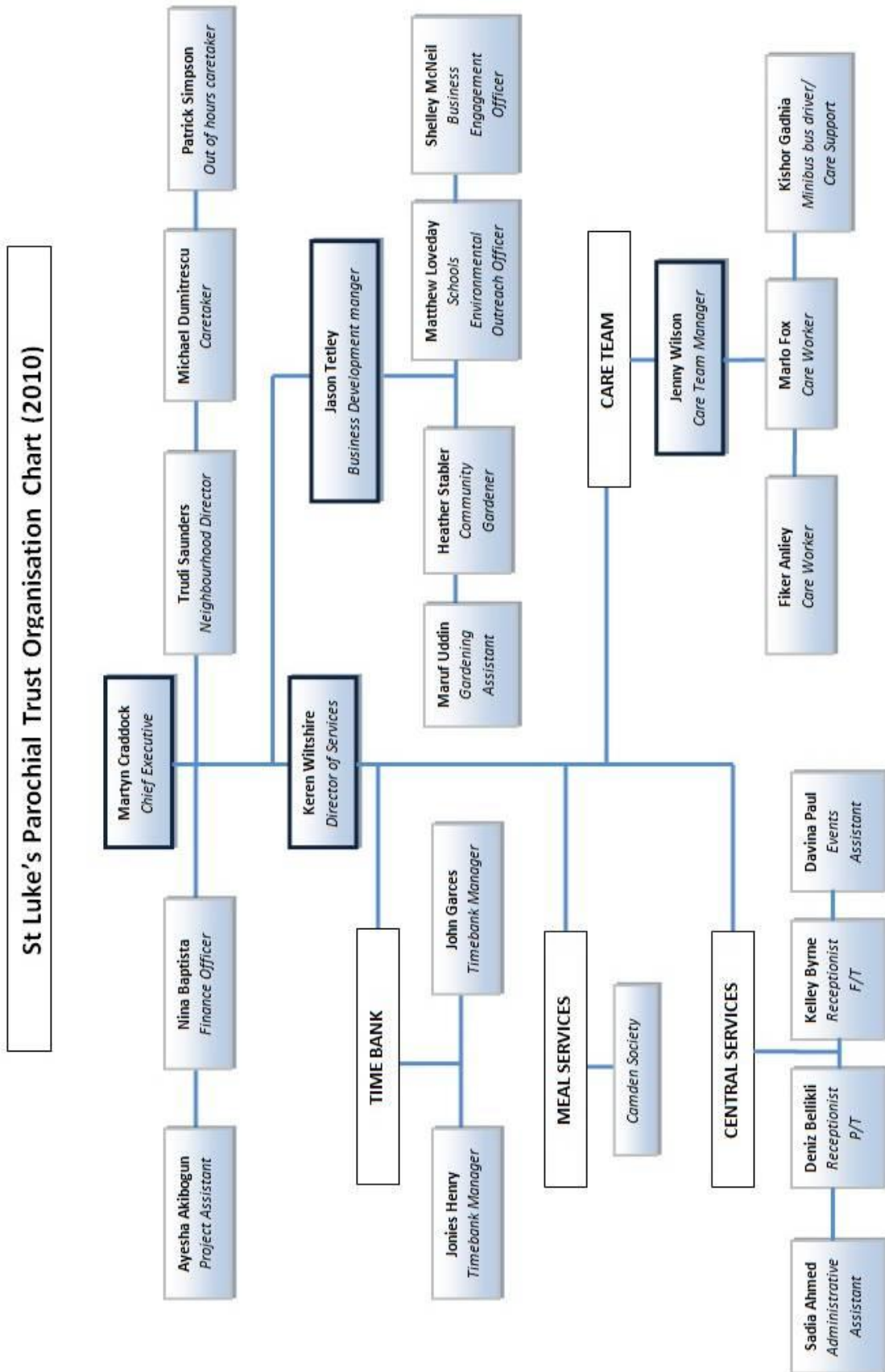
WHAT ST. LUKE'S OFFERS LOCAL PEOPLE

St Luke's Centre is at the core of local community activity, with services delivered directly by St Luke's as well as many other groups and individuals. The Centre is open from early morning to late evening, running activities including social care and welfare services for older people, after school clubs, healthy lunches for all visitors, advice services, gardening and food growing projects, adults and children's classes, an online centre and many training and volunteering opportunities including St Luke's Time Bank.

For many years the centre has placed an emphasis on helping older people living in the community. To reflect the changing needs of the area, we are expanding what we do and who uses the Centre so that we can offer something to everybody who lives in the local community.

We own a large community centre in a very deprived part of London. The building provides a space for local people to gather and socialise, and other organisations to deliver their own services to the local community. Most of our funding comes from the income from our endowment which was given to the charity hundreds of years ago.

1.3 STAFF STRUCTURE



2. VOLUNTEERING AT ST. LUKE'S

St. Luke's involves volunteers in the delivery of all its services, providing opportunities for individuals to contribute to the local community. We have volunteers who assist with reception, administration, events organising, children's activities, social care services and outdoor projects.

St. Luke's recognises how important and valuable volunteers are in assisting the Centre. We welcome the opportunity to work together with volunteers in developing and expanding our services and utilising the skills that volunteers can offer.

2.1 WHY VOLUNTEER AT ST. LUKE'S?

Participating in volunteer activities can benefit not only the charity but it can also be personally or professionally rewarding for the volunteer. One of the greatest rewards to volunteering can be the satisfaction of simply doing the work itself and giving back to the community.

Volunteers have expressed many reasons for volunteering. Listed below are some of the benefits to their volunteer experience:-



- **New interests**
- **Networking opportunities**
- **Contribution to society**
- **Creative outlet**
- **Sense of purpose**
- **New relationships**
- **New skill development**
- **Group affiliation**
- **Recognition**
- **Professional growth**
- **Personal satisfaction**
- **Fun!**

2.2 INDUCTION

The induction is a key part to preparing volunteers for their volunteering experience and introducing them to the Centre. All volunteers will be given a basic induction that will familiarise them with the aims and purpose of St. Luke's, policies & procedures as well as matters pertaining to personal safety, first aid and evacuation procedures.

Volunteers will also receive additional training that is relevant and appropriate to their role.

2.3 IT

St. Luke's has its own intranet system which volunteers may have access to during their time as a volunteer. Supervisors will discuss this with you and instruct you, if necessary in the system that we use at the centre.

2.4 HOURS OF OPERATION

The Centre is open from 9:00 am until 6:00 pm – Monday to Friday. Outside normal office hours, the centre remains open for classes /activities taking place. The centre also opens over the weekend for events & activities.

2.5 BREAKS / LUNCH

All volunteers have access to free tea & coffee during the day using the self-service tea making facilities.

Free St. Luke's lunches will be provided for volunteers while they are helping at the centre. If volunteers prefer to have lunch outside, they are free to do so but at their own expense. Please inform a member of staff if you are leaving the building for your lunch break.

2.6 TRAINING AND SUPPORT

During your time at St. Luke's, we will help you to complete tasks that you have agreed to do. This may involve some initial training, which will be identified during your induction. Volunteers can also expect to have informal meetings with their supervisor to make sure that everything is going well.

All volunteers will have a named supervisor and have access to effective supervision and support.

2.7 RESPONSIBILITIES

St. Luke's volunteers have the responsibility to:-

- Accept a role that is realistic based on their interests, skills and availability
- Become familiar with the St. Luke's Volunteer Policy & Volunteer Handbook
- Follow all policies and procedures
- Represent St. Luke's in a professional manner
- Be reliable and dependable in their volunteer role
- Seek assistance when they are unsure about anything

2.8 RECOGNITION

Volunteer contributions are recognised in many ways during the course of their time at St. Luke's. These recognitions can range from a simple "thank you" and a show of appreciation to an official letter from the Chief Executive. Volunteers may also discover that volunteering benefits their Curriculum Vitae. Exceptional volunteers may also be recognised by certificates or profiles in the St. Luke's newsletters.

Recognition on a local level varies and includes awards at special events, such as the "EC1 pride in our people awards" (an award that recognises local heroes within the community).

Outstanding Volunteers from St. Luke's have previously been nominated in the awards' Volunteer category. Examples of previous St. Luke's nominees have included; Karen Homer – a volunteer receptionist and Abdul Satar – a volunteer caretaker. They have both been nominated for the "EC1 pride in our people awards 2010".

2.9 OPPORTUNITIES POST VOLUNTEERING

Volunteers are encouraged to grow and develop their skills whilst working with St. Luke's and to maintain appropriate records of their volunteer experience that would assist them in future career opportunities.

Volunteers in the Care sector here at St. Luke's largely comprise of students studying for a social care qualification (i.e. for an NVQ, a B tech qualification, or an access to social work course). Past Care team volunteers have used this experience to gain their qualifications which have enabled them to either go on to further study or move on into a career in the care sector. It has also given general volunteers the confidence to undertake training.

Some volunteers have in the past gone on to apply for full time roles and remained with St. Luke's. Examples include a volunteer who started out at St. Luke's volunteering for Time bank and later was employed as Administrative support for the charity.

There are volunteers in other areas such as Events Organising or Administration who use their time at St. Luke's to develop and improve their skills and confidence, making them more attractive to prospective employers.

2.10 PAID POSITIONS AT ST. LUKE'S

Volunteers are welcome to apply for advertised job positions at St. Luke's. All vacancies are advertised internally on the intranet, on the notice boards as well as on our website.

Volunteers will be expected to undergo the same selection process and criteria as all other applicants. Due to equal opportunities, volunteers will not be unfairly favoured during the application process.

3. VOLUNTEER AGREEMENTS

The Volunteer Agreement describes the arrangement made between St. Luke's and the volunteer. We wish to assure you of our appreciation of your volunteering with us and will do our best to provide you with a pleasant volunteering experience.

You will be introduced to your supervisor on your first day at St. Luke's who will discuss your volunteer agreement with you and provide you with a copy of the St. Luke's Volunteer Policy. We will also outline the times that you have agreed to volunteer and tasks you will be performing. Once this is decided we will keep the agreement on file and refer to it during your time with us.

3.1 ROLE DESCRIPTION

Every volunteer should be made aware of their role and given a verbal or written description. The summary should provide an indication of the overall tasks and activities to be performed by the volunteer and include the role title, purpose and expected outcomes.

3.2 AGREEMENT FLEXIBILITY

The schedule that is prepared when the volunteer agreement is initially drafted can be altered by the volunteer, regarding matters such as changing:

- The days that you volunteer
- The times that you volunteer or
- The tasks that you undertake

Please ensure that you discuss this with your supervisor to arrange the best option for you.

3.3 TRIAL PERIOD

The trial period for all volunteers is for the first four weeks, after which time you will have the opportunity to review your progress and resolve any concerns you may have. Subsequent to this, it will also be determined whether you wish to remain volunteering with St. Luke's and if you wish to make any changes to the particular role you are carrying out

3.4 LENGTH OF AGREEMENT

Following the four week trial period, if you decide that you wish to continue volunteering for St. Luke's, a joint decision will be made as to how long your agreement will last for. The length of the agreement will depend on the tasks you will be carrying out and what you hope to gain from your time here.

3.5 VOLUNTEER EXPENSES

Meals – Free St. Luke’s lunches will be provided for volunteers whilst they are helping at the Centre.

Travel – We will reimburse reasonable travel expenses, from volunteer’s home to place of work.

Other – All other 'out of pocket' expenses incurred in the course of volunteer’s work will also be reimbursed.

Volunteers must ensure that all expenses are agreed beforehand with the appropriate supervisor. For volunteers receiving social benefits, St. Luke’s advises that you notify the benefits office once you begin volunteering. Please refer to St. Luke’s Volunteer Policy.

3.6 REPORTING ABSENCES / SICKNESS

St. Luke’s values volunteers’ time and rely on you to be present on agreed days and time. If you are unable to attend for any reason on an agreed day, we will understand but would appreciate it if you inform us.

If you are ill on a day that you would normally be volunteering, please contact the office in the morning, preferable before 9:30am, so as to ensure that the department you are working with can plan their day accordingly and also know that you are safe.

If you have planned holidays and are unable to work on your normal volunteering day, please inform your supervisor as soon as possible.

4. VOLUNTEER POLICIES & PROCEDURES

4.1 ST. LUKE'S POLICIES

Volunteers are expected to comply with all of St. Luke's Policies. These will be explained during your induction. The St. Luke's Volunteer Policy and all other relevant policies can be found on the St. Luke's Website www.slpt.org.uk

4.2 WORKING WITH VULNERABLE ADULTS & CHILDREN

All volunteers will be required to disclose any criminal convictions, including spent convictions. Volunteers working closely with children, young people or vulnerable adults will also be subject to 'Criminal Records Bureau' (CRB) checks.

All volunteers working with vulnerable members of the community have a duty to protect them. Allegations of abuse must be treated seriously. Volunteers will also be given a copy of St. Luke's policy on protection of vulnerable adults, to ensure that they are aware of important procedures

4.3 DRESS CODE

Volunteers should use their discretion in ensuring that their attire is appropriate for their working environment and the tasks assigned to them.

4.4 PHONE USE

Volunteers are asked to have their mobile phones switched off while they are volunteering at St. Luke's. If you have an exceptional reason for needing to keep your mobile phone on, please discuss this with your supervisor.

4.5 SMOKING

St. Luke's maintains a non-smoking policy within the Centre. Volunteers should smoke only in those areas of the building which are designated smoking areas. Please check this with your supervisor.

4.6 GRIEVANCE

St. Luke's will try to resolve fairly any problems, complaints and difficulties you may face while you volunteer with us. If you have any concerns while you are volunteering, please talk to your immediate supervisor as soon as possible.

If we believe that there is a problem with the work you're carrying out here at St. Luke's, then we will also discuss this with you. Please refer to St. Luke's Volunteer Policy.

4.7 CONFIDENTIALITY

It is the responsibility of volunteers to maintain the confidentiality of all privileged information that they may have access to whilst working as a volunteer. This may involve centre users, another volunteer, staff or any other matter relating to the organisation.

Volunteers working with the Care Team must also observe the following safeguards in client confidentiality:-

- Information must only be shared when it is necessary and in the best interest of the client involved or if someone else could come to harm.
- Informed consent should be obtained from the client wherever possible.
- It is inappropriate for volunteers to give assurances of absolute confidentiality in cases where there are concerns.

Within the Care Team confidential information concerning a client may be discussed but it is wholly inappropriate to repeat any of this information to people outside the team.

If you are unsure about issues relating to confidentiality, please speak to your supervisor.

4.8 EQUAL OPPORTUNITIES

St. Luke's Centre believes that everybody should be treated equally, regardless of their:-

- Gender
- Age
- Race
- Ethnic Origin
- Political beliefs
- Religion
- Marital status
- Responsibility for dependants
- Sexual orientation
- Disabilities or medical conditions

Volunteers are expected to comply with our policies on equal opportunities.

5. HEALTH AND SAFETY

St. Luke's has a legal responsibility to provide volunteers with a healthy and safe working environment. Health and safety issues will be discussed at the induction and an assessment of any risks involved in the tasks you will carry out. A copy of St. Luke's Health and Safety Policy will be provided for volunteers.

Volunteers:-

- Also have a legal responsibility for the health and Safety of themselves and others who may be affected by their actions or failures.
- Should report hazards or health and safety concerns to their supervisor or another member of staff if they are unavailable.
- If involved in an incident or accident, whether or not an injury occurred, should complete an Incident Report form. This should then be passed onto your supervisor.
- Should discuss any anxieties or concerns they have regarding their health and safety with their supervisor.

5.1 FIRST AID

First Aid boxes are located at 5 sites throughout the building and a list of qualified first-aiders and their contact details are posted next to each box. Volunteers will be shown the location of each box during the induction.

The 5 First Aid boxes are positioned:-

- Behind the reception desk
- In the Margret Baker room
- In the Care Team office
- Opposite the Centre manager's office – 2nd floor
- In the kitchen

If you are not sure where to find your nearest first aid box or how to locate a first aider, please dial '0' on the nearest internal phone and the reception staff will help you.

5.2 INSURANCE

Volunteers at St. Luke's are covered by our public liability insurance. This applies while volunteers are working on the premises and also while carrying out tasks outside the Centre, such as volunteer driving.

6. LEAVING ST. LUKE'S

6.1 FEEDBACK

When your time volunteering at St. Luke's comes to an end, we hope that you will provide us with some feedback about your experience and time here. We would also appreciate any suggestions you may have for improving the volunteer programme here at the centre.

6.2 REFERENCES

Care Team volunteers will be given a reference once they have volunteered at St. Luke's for 3 months or more. This may be references for further study, another volunteer programme or in search of paid employment.

All other Volunteers will be able to obtain a reference once they've ended their volunteering at St. Luke's but will be at the discretion of their supervisor or the Director of Services.

6.3 FURTHER VOLUNTEERS

Any more volunteers out there?

Do you know of anyone who may be interested in volunteering at St. Luke's? To discuss volunteering opportunities with us, please ask them to call the Director of Services:

Keren Wiltshire
Tel: 0207 549 8188
Email: kwiltshire@slpt.org.uk

Or

Download a Volunteer Application Form at:
www.slpt.org.uk