



Whitechapel Mission

Bringing hope where there is despair



Volunteering Handbook

for the

Whitechapel Mission

Kitchen Challenge

**212 Whitechapel Road
London E1 1BJ
020 7247 8280
Charity No: 227905**

*For detailed and up to date information, please
visit our web site at: **www.whitechapel.org.uk***

Caring for the poor and homeless of London regardless of race or religion, in their struggle against hunger, poverty, disease, prejudice and exclusion since 1876

Welcome to the Whitechapel Mission

Thank you for agreeing to participate in the Breakfast Challenge

- * We are pleased that you have decided to give your time to volunteer for a "very early" morning start. This is a very special place. It helps to stabilise and sustain people's lives in a very positive way.
- * We provide a safe, cheerful environment that welcomes the people we work with. We try to provide a relaxed atmosphere that gives a listening ear, giving us an insight to their situations. You can be sure just being there and talking to our users you will leave feeling fulfilled and fully appreciated.
- * Do not think that you will not be of any use or feel out of your depth; we are a "normal café" cooking and serving a basic full English breakfast. But to make you feel more comfortable, an experienced member of our team will be with you every step of the way to help and guide you through the morning.
- * We are sure you will enjoy your time in here this morning and take away with you a feeling of achievement and fulfilment. Altogether an enjoyable, unforgettable experience.



Obviously, there is always a chance we could have an emergency

- * If you feel uncomfortable or in any way in danger you should do one of two things:
 1. Excuse yourself and remove yourself from view. Go to the locker area.
 2. See a staff member who will deal with the situation.

The Fire Alarm

Leave the building via one of the designated doors, shown to you during induction.
The meeting point is on the corner of Maples Place and Raven Row where a member of staff will be there to meet you with the signing in sheets for that day.

Do not wait for other people or try to care for others or our service users. Your safety should be your first thought.

Hospitality

You will be shown the volunteer refreshment area when you arrive; please help yourself to hot/cold drinks whenever you wish. And remember to take time out during the morning to sample the delicious breakfast you have cooked!

There are toilet facilities in the kitchen and by the entrance door; but please do remember to use hand wash basins in the kitchen after use or when changing tasks.

Dress Code

- * Volunteers should be casual and conservative as business attire can be intimidating.
- * Due to potential mental illness problems and potential safety issues, it is recommended that female volunteers do not wear low cut or short cut tops and short skirts.
- * No valuables on display – Please use the lockers provided

General safety rules

- * You will be provided with an apron & all equipment.
- * NO volunteers will be left alone with a service user.
- * All service users are classified by code numbers 1 -5. 1 being No Risk, 5 being High Risk. As you are new, please consider all of our homeless guests as a code 5 to ensure your complete safety. This is just a precaution to keep you aware of your surroundings.
- * A few service users will have some form of mental illness, this could be schizophrenia, depression or addiction – be aware and sensitive
- * Sign in and out on the volunteer sheets when you arrive and leave.
- * Please use the hand basin at every task change.
- * First aid should only be given by staff due to H&S; Report any accidents to staff and ensure accident form completed no matter how minor.
- * If you go into the main hall to collect plates/wipe tables, let a staff member know.
- * Do not wear new clothing; your clothes may get greasy and/or wet.
- * Never answer or give out personal details specifically, always answer generally and bring back to work, e.g. if asked where you live just answer North/South/East/West London, etc. And NEVER give out your personal phone number.
- * Always listen carefully. SO IMPORTANT
- * Present food on the plate nicely and on a hot plate – as you would like to be served.

Introduction

Welcome

Volunteers are a vital source of support for the staff and those who use the Mission. The centre currently has over 4000 volunteers, who help with a range of activities including informally supporting centre users, serving tea, coffee and meals, sorting and distributing clothing, leading our client activity groups, fund-raising and administration.

We want to make sure you are an informed volunteer, so that you get the most out of your volunteer experience.

Whether you plan on volunteering one hour a week, one day a week, or daily, your efforts make a difference throughout the lives of the poor and homeless in London.

Thank you for your interest in Whitechapel Mission. We look forward to working with you.

Tony Miller MBE
(Director)



PLEASE ENSURE YOU HAVE HAD THE BUILDING INDUCTION – FIRE EXITS, TOILETS, HOSPITALITY

Arrival

Please arrive by 5.45am; early I know, but it is imperative you receive your induction before our doors open at 6am.

The Induction will cover – The fire Alarm and Drill, Toilet and Hospitality facilities, Food Hygiene regulations.

If you are uncertain about anything, Please ask.

The impact you can have

Volunteers will find their role at Whitechapel Mission very rewarding. The relaxed and informal atmosphere provides opportunities for volunteers from all walks of life to play a part in helping us meet our clients' needs. Some of the benefits include:

- * New experiences and having a great time
- * Meeting new and like minded people
- * Gaining new skills
- * Getting involved in the community
- * Supporting homeless and disadvantaged people



What can I expect?

The services provided by Whitechapel are used by a variety of people, not just the homeless. These include those who are vulnerably housed, people living in hostels, those with mental health issues and female sex workers.

Our service users use Whitechapel for a huge variety of reasons, these range from helping to support them in gaining secure housing to providing a hot breakfast in welcoming surroundings.

Other services include:

- * Health services
- * Substance misuse advice
- * Emergency housing
- * Resettlement advice
- * Women only sessions
- * Adult learning
- * Creative groups

Your Safety and Conduct

Speaking to a client

- * Always be polite and courteous, "Good morning, What can I get for you"
- * Try not to be too judgemental, have open body language whilst maintaining eye contact, but maintaining personal space
- * Remember your personal boundaries – you are not friends and having a chat but do keep things informal.

Most of all HAVE FUN 😊 And BE CHATTY

The atmosphere you create carries over to our service users