

HOT LINE MEALS SERVICE (LONDON)

Volunteer Policy

Reviewed on: May 2024
Next review due: May 2025
Signed: R. Just
Position: Trustee
Date: 01/05/24



Volunteer Policy

Volunteering with Hot Line Meals Service (London)

About us

Hot Line Meals is an organization, registered as a charity in 1997, which provides daily, hot nutritious meals to people who are unable to shop or cook for themselves because of long or short term illness, disability, frailty or other reason. This includes the frail and elderly, dysfunctional families and families in crisis with either a parent or child suffering from physical or mental illness, or short term or long term disability. The meals are prepared, cooked, packed and delivered by 175 volunteers of all ages 6 days a week (at the weekend 2 meals are delivered) for 50 weeks of the year, and keep people of all ages safe, independent, and well in their own homes.

Purpose of our volunteer policy

Our volunteer policy has been created to show our volunteers and potential volunteers that we have spent time and care in planning how volunteers will be welcomed at Hot Line Meals. It also outlines that all volunteers will be treated in a fair and consistent way. It should also help our volunteers understand what support is available to them and what they can expect from us.

Our vision and mission for volunteering

Volunteering is a great way to share your enthusiasm, skills and ideas whilst having fun and meeting like-minded people. By volunteering for Hot Line Meals you will be making a positive contribution to community development in our area. Volunteers are vital to our work.

Attracting volunteers and volunteer agreement

We have a range of opportunities for volunteers to get involved in to assist in peeling, cooking, packing and delivering the over 150 daily meals. To register contact our office on 020 8800 0414. Once we receive your call of interest, a member of our team will get in touch with more information on specific opportunities and we can decide together which option best matches your interests and time availability and also our needs. Your help will be greatly appreciated and really will make a difference.

Access Ni Checks

Some volunteer roles will require an Access Ni check to inform Hot Line Meals of any criminal convictions that a person wishing to volunteer may have. For example, any volunteer position which involves regulated activity with children or vulnerable adults will be subject to an Access Ni check.

Induction and training

It does not matter how much you already know, as there will be opportunities to learn, and we have roles to suit every level of expertise.

There will be an induction prepared and delivered by one of our staff. This will include:

- Some information about Hot Line Meals, our vision, mission and our future plans;
- the role of the volunteer;
- introduction to some volunteers;
- tour around our facilities and see some of our initiatives;
- copy of all the relevant policies including this volunteer policy and also our Health and Safety, Expenses, Equality and Diversity and Conflict Management;
- essential procedures such as timekeeping, rota;
- information about training and ongoing learning opportunities

There will be a trial period of four weeks to give Hot Line Meals and you time to discover if you are suited to each other. A review will be made midway through the trial period and also at the end. This is not an assessment, it is just so that we can be sure that you benefit the most from the volunteering experience and maximize the time you are giving freely.

Support

Our Volunteer Co-ordinator, Mrs. Judith Degroen will offer support to you. They will remain your key contact throughout your volunteering with us. This will include regular meetings with you to discuss how you are getting on, discuss any training needs and deal with issues arising. This will also ensure that Hot Line Meals are doing all we can to make your volunteering experience an enjoyable and meaningful one.

Recognition and reward

We could not do the work we do without our volunteers. To acknowledge this we will always say thank you and show appreciation for a job well done. There will always be a listening ear or shoulder to lean on.

We will take opportunities in our annual general meetings, and annual report to praise the achievements of our volunteers.

Expenses

We value our volunteers and want to ensure that there are no barriers to volunteer involvement. All reasonable out of pocket expenses, if required, will be reimbursed including expenses for travel and meals (if working more than 4.5 hours in one session). In order to claim expenses, an Expenses Form must be completed, a valid receipt provided and this should be handed in to the volunteer co-ordinator.

Insurance, health and safety, accidents and risk assessment

Hot Line Meals has a valid insurance policy so that volunteers are covered by public liability insurance, which you are advised to read. It covers the volunteering activities you will be doing. We will keep reminding you of our Health and Safety Policy and give simple instructions on how to perform each task safely. We have clear procedures for accidents and emergencies and will always have a first aider on field sites.

Resolving problems

We hope that you will have a very enjoyable experience volunteering with us. However if your role as a volunteer does not meet with your expectations or with the commitments we have made to you, we want you to feel comfortable about letting us know. First of all, talk to the person who leads the team where you volunteer and he or she should be able to sort it out with you before it becomes a problem. If you do not feel this will resolve things you can speak to the Volunteer co-ordinator.

Confidentiality

We expect all volunteers to adhere to confidentiality guidelines which will be explained to you before you begin volunteering with us and this also includes use of social media and contact with any press.

Equality, Diversity and Inclusion

Hot Line Meals is committed to embracing diversity and promoting equality and inclusion. When representing Hot Line Meals as a volunteer we expect you to support our commitment to promoting equality.

Volunteering whilst on benefit

You can still volunteer with us if you are receiving benefits provided that we follow the legal guidelines. We have information from the Jobs and Benefits Department which we can talk through with you regarding the hours you can do and what you can claim for expenses incurred through volunteering.