



emmaus
Brighton & Hove
working together to end homelessness

VOLUNTEER HANDBOOK



Sussex Emmaus, Drove Road, Portslade, East Sussex, BN41 2PA
www.emmausbrighton.co.uk

Emmaus Brighton & Hove is a community of Sussex Emmaus, which is a company limited by guarantee No. 3130876 and a Registered Charity No: 1053354

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HELLO AND WELCOME!

Our volunteers are extremely important to us; your contribution is directly helping us to fight homelessness and inequality.

Sussex Emmaus relies on the contribution of all kinds of people to make its work a success: Companions, employees, trustees, and volunteers. It's this exciting blend of experience that benefits the Community and enables us to provide valuable support to all who are involved in Emmaus. Thank you for choosing to be part of it.



THE VOLUNTEER HANDBOOK

The purpose of this handbook is to help settle you into your role and answer some of more frequently asked questions about volunteering with us. It's also a guide to how we work and what we hope to deliver with you.

You will find some inspiring information on our goals and clear expectations so that you are firmly in the driving seat of your own volunteering experience.

Communication is key, and whilst we have endeavoured to cover as much as we can in this handbook, please do reach out to any member of support staff with your queries. And thank you again for volunteering with Emmaus.

WHY WE ARE HERE

Homelessness is so much more than not having a safe place to sleep. It's not having access to proper healthcare, education, employment, equality and other basic human rights. It is vulnerability to mental illness, crime, poverty - and even death.

Sussex Emmaus helps homeless people to find security, stability, and dignity by providing a safe community to thrive in. We do this by aiming to make the Community financially self-sufficient and funding running costs from our social enterprises. As well as our own charitable efforts, we also stand in solidarity with other charities.

Our income is generated by Companions, staff, volunteers and trustees working together. As a Volunteer you now directly contribute to our fight to end homelessness.

WHO ARE WE?

We are a vibrant mix of Companions, volunteers, trustees and staff from all different backgrounds all pulling together towards the same goal.

Companions

Companions are the primary benefactors of the charity. Through Emmaus they are provided with a home, community, meaningful work and opportunities for personal development. The Community is their home. In exchange, Companions are expected to share in the responsibility of maintaining the Community by contributing their skills and developing new ones.

Employees

Staff are employed to manage and supervise the running of the Community and its businesses. They help manage responsibilities associated with implementing policies, procedures, organising Companion care and running of the organisation. Staff also assist with optimising all our resources for maximum benefit to the charity.

Volunteers

A volunteer is someone fantastic who, without expectation of financial compensation, performs a task at the request of, and on behalf of Emmaus. Our staff provide the framework, organisation, direction, and day to day management of the volunteers, together with appropriate levels of accountability. We are reliant on volunteers performing a wide range of essential supportive roles, contributing time, flexibility and skills.

Trustees

Our board of trustees legally owns the Community and holds all funds, property and assets on behalf of the registered charity. The trustees are legally responsible for the welfare of everyone in the Community. The trustees exercise this duty of care by developing and adopting vision and mission statements, business plans and policies and procedures that direct the staff and provide the foundation for decision-making to achieve the charitable aims.

Everybody at Emmaus works with the same common goal in mind to help end homelessness and provide a supportive community that benefits all.

WHERE IT ALL BEGAN



The Emmaus movement of Communities began in France in 1949 under the vision and action of a priest and Member of Parliament, Father Henri-Antoine Groues, better known as the Abbé Pierre. During the Second World War he had been a member of the French Resistance. After the war had finished he began to fight for the rights of those who found themselves homeless.

The first Emmaus Companion was a man named George, who had attempted to end his life having been released from a long prison sentence to find that he had lost his family, the community to which he had belonged and any hope of work. He had, to all intents and purposes, lost any reason to live.

When George was dragged from the River Seine and taken to the door of Abbé Pierre he was told by the Abbé, ***“I cannot stop you killing yourself, but you and I can help the mother who comes to my door pleading for help to bring her child off the street.”***

OUR UK ROOTS



Emmaus arrived in the UK in the early 1990s. It was inspired by a comment from a homeless man to a Cambridge businessman, Selwyn Image. When Selwyn asked him what he wanted, the man replied:

'I want to work and belong. I want my self-respect back. I don't want to queue for hand-outs or have to beg for food. And I don't want people to cross the street to avoid me.'

At that point, Selwyn remembered his time as a volunteer at the Emmaus Community in Paris while he was a student, 30 years before. He started introducing people to the idea of Emmaus. Two years later, the first Emmaus Community in Britain opened near Cambridge. In the following year, work started to set up a Community in Coventry, and projects in London, Dover and Manchester followed closely behind. Emmaus Communities continue to be established in the UK, all based on the Abbé Pierre's founding principles of acceptance, sharing, working for others in greater need, and self-respect.

OUR MISSION & VALUES

"Serve first those who suffer most"

Abbé Pierre, Founder

We seek to serve first those who suffer most; those who are less fortunate. With your help, we want to enable our Companions to regain control of their lives, to discover a sense of purpose and to help those in greater need by maintaining a stable and self-supporting community.

We share values that express the Emmaus ethos. These values are:

- Value and respect every person
- Take active steps to oppose injustice
- Be transparent and honest in all our dealings
- Demonstrate solidarity and support for those in need
- Create an environment of empowerment
- Share and exchange resources, skills and learning
- Support and foster interdependence and cherish independence
- Work and live together

We ask all members of our Community - Companions, staff, volunteers, and trustees to demonstrate these values in all that they do.

VOLUNTEERING AT EMMAUS

Your day

When you arrive at one of our sites, you will need to sign into the Visitor's log. You will then be assigned a specific staff member who will be responsible for managing you for the duration of your day. This staff member will discuss potential tasks with you and ensure you are appropriately risk-assessed and comfortable with what you are doing.

Throughout your day, we encourage you to chat to the Companions but please bring any concerns or issues to staff members only.



You will be provided free access to tea, coffee, and water all day. We also recommend a 30-minute lunch break, where you are invited to join with the Community, providing you have worked or intend to work for more than 3 hours. Lunch is provided free of charge at 12.30 pm in the Community dining room. If you have any special dietary request, please speak to the Catering Manager. You are welcome to bring your own food if you prefer.

Emmaus is also able to cover some expenses you may incur such as travel to or from the site. Please retain any receipts and talk to a staff member about this.

We love to hear from our volunteers, and we believe in recognising your efforts. Therefore, we would like to encourage you to talk to our Volunteer Co-ordinators Evie and Caroline about your experience. We are keen to hear from you so that we can help enhance your

experience as much as we can.

CONDUCT POLICIES

Alcohol/Drugs

When volunteering for Sussex Emmaus, volunteers are prohibited from purchasing, transferring, using or possessing illicit drugs, alcohol or prescription drugs (for any purpose other than they are prescribed) in any way. No drugs or alcohol are allowed on the

premises and this policy provides a drug and alcohol-free workplace to ensure a safe, healthy, and productive environment for all.

Confidentiality

You may sometimes see or hear things that are of a confidential or personal nature. If you are approached by a Companion wishing to discuss issues of this nature, politely refer them to a member of the support staff. If they insist on telling you, inform them that whatever they tell you, will have to be shared with a member of staff. Please do not discuss these issues with anybody else.

Matters of concern

If you are concerned about the welfare or well-being of a Companion, or inappropriate behaviour by another member of the Community, please speak to a member of support staff.

Advice

Please avoid advising Companions on welfare issues or any other personal issues, If Companions ask for advice, please refer them to a member of the support staff.

Professional Boundaries

It is unwise to give out personal details such as your mobile telephone number or home/work address, and to do so may compromise your position as a volunteer with us. Please abide by the Professional Boundaries policy. A copy of this is available on request.

Gifts

It is our policy that neither staff nor volunteers will accept or offer gifts from or to Companions. We suggest you talk to a member of staff if a gift is offered.

Privacy

Sussex Emmaus respects your privacy and right not to be questioned about your personal circumstances, your disability or prescribed medication that you are taking unless it compromises the health and safety of yourself and/or others.

Health and Safety

Sussex Emmaus has a clear and concise Health and Safety policy and although we do our best to provide safe conditions for our volunteers, we count on volunteers to be the best protector of their own personal safety.

We ask that you pay particular attention to safety instructions and proper equipment use. Volunteers should also voice safety concerns and report any injuries or near misses to the person in charge as soon as possible.

Here are some points to note regarding Health & Safety at Sussex Emmaus:

- Always tell a member of support staff about injuries or accidents, no matter how small
- Report 'near miss' accidents so that the causes can be investigated, and actual accidents avoided to a member of staff.

- Never carry any items of furniture unless you have received appropriate training such as 'manual handling training'
 - Before attempting to move heavy items consider whether the weight might be too heavy for you. If necessary, seek the assistance of another volunteer, Companion or member of staff
 - If anything is spilled on the floor, ensure it is mopped up quickly before it could become a slipping hazard
 - If you see anything on the floor, which may cause someone to trip, please remove it.
- You will be told about the Fire Exits and procedures on your first day of volunteering, but if you have any queries please talk to a member of staff.

Sickness

Sussex Emmaus is committed to promoting the health and wellbeing of all volunteers within our community. We aim to promote supportive and effective management of absence due to ill-health and to ensure any required support is considered as early as possible.

Sickness and infection have the potential to cause major disruption not only to our operations but also our Community. Like most other organisations, Emmaus has established that COVID-19 will be a feature of our lives for the foreseeable future, so we need to learn to live with it and manage the risk to ourselves and others.

At every opportunity we would like to mitigate the impact of any incidences of sickness and we ask that our volunteer base does this too. We would like to encourage you to take the following steps in line with government guidance on infection control;

Wash your hands regularly for at least 20 seconds

Use Hand Sanitiser regularly

Make sure indoor spaces are well ventilated with fresh air

Be aware that not everyone will want close contact with others

Social distance where possible

Get vaccinated

Notify us if you feel unwell – stay home until you are better

Whilst we value your commitment to Emmaus, our first priority is to keep our Community safe and well. Therefore it is essential that whilst volunteering for us, you follow this guidance.

Accessibility at Sussex Emmaus

Our shops, café and Emmaus by the Sea all have full disability access.

Sussex Emmaus aims to enable everyone to volunteer and has equipment to facilitate involvement by people with a range of disabilities. If you have any queries please talk to the Business Manager about your individual needs.

First Aid

Sussex Emmaus has designated First Aiders. If you sustain an injury whilst volunteering at Emmaus, it must be reported to a member of staff, and by law must be entered into the accident book (this will be pointed out to you in your induction).

COMPLAINTS PROCEDURE

Sussex Emmaus is committed to operating a fair and accessible complaints process. Our aim is to ensure our volunteers are able to make a complaint in a constructive way so that we may learn and improve the way we operate.

Our preference is to resolve issues informally, but sometimes this is not always possible. Should you experience an issue, in the first instance please bring it to the attention of a member of staff. An attempt will be made to resolve the complaint to your satisfaction. However, we accept this is not always feasible and we may revert to our formal policy; 'Sussex Emmaus Complaints Policy – for Companions, volunteers and trustees' and utilise the full process to robustly investigate and resolve a complaint.

A copy of this policy is available on request.

HOW WE WILL SUPPORT YOU – OUR VOLUNTEER CHARTER

As a responsible charity committed to its volunteers, Sussex Emmaus, will:

- Respect Confidentiality
- Agree tasks in advance with the volunteer by a role profile or spoken agreement
- Involve volunteers according to ability, regardless of age, disability, gender, race or other issues
- Comply with Health and Safety Legislation

We will also provide:

- An appropriate induction programme
- Suitable insurance cover (public liability and employers' liability)
- A named line manager, to give direction and support
- Information about the organisation and the people who use it
- Preparation and training for the tasks to be undertaken
- A means to interact with Sussex Emmaus and the wider Emmaus Community
- A clearly identified way to raise an issue
- A reference for future employment
- Reimbursement of any reasonable costs in coming to or carrying out voluntary work
- Encourage a positive attitude to volunteers from the Community
- Recognise the contribution of volunteers to the organisation

Spread the Word

Fundraising, Donating, Raising Awareness, Promoting, Visiting are all great ways to get involved too! A cake sale, sponsored bean bath, a fun run are just some of the ways you can help us by raising vital funds. This is a particularly good way to get involved if you don't have regular time to commit.

For a full and current list of donatable items, please refer to our website www.emmausbrighton.co.uk



Raising Awareness

Have a coffee morning with colleagues or friends perhaps and spread the word about what we are doing at Emmaus. Direct those looking to furnish a home to us! We have a bigger and more eclectic array than almost any other local store!

Promoting

If you see one of our solidarity events or stories online, please like and share to get the word out there.

Visiting

Come and join us for a browse in the Emporium and stop for some refreshments in our Café, Revive at Emmaus. Wander around our historical grounds and beautiful Greenhouse before continuing shopping in the Secondhand Superstore. Don't forget our well stock Bedroom Store for all things comfortable, and Outfit our fabulous fashion store where we have something for everyone!

Contact & Your Information

We take your privacy seriously and we will never share with any third parties.

Information about how we protect and use your personal data is set out in our privacy policy on our website <http://www.emmausbrighton.co.uk/privacy>

For all volunteer enquiries email Caroline and Evie at volunteers@emmausbrighton.co.uk.

Useful numbers:

Reception 01273 426 470

Secondhand Superstore 01273 426 474

The Bedroom store 01273 426 487

Outfit@Emmaus 01273 426 472

Our café, Revive at Emmaus 01273 426 476

Emmaus by the sea (Southwick) 01273 592 673

