



**Warm Welcome Helpers**

**Welcome Pack**

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# About Warm Welcomes across Dudley borough

Warm Welcomes is our response to the cost-of-living crisis and imminent increases in energy costs – issues that are likely to disproportionately impact residents of the borough and voluntary sector organisations alike.

Dudley CVS is working to bring together a network of venues where people can receive a warm welcome through the winter months and perhaps beyond. We don't see Warm Welcomes as an initiative that we own, rather as an opportunity for us to coordinate a community-led response. Having made our initial invitation, we commit to:

- Work alongside existing initiatives such as Places of Welcome.
- Map the Warm Welcomes offer in communities, at a neighbourhood level across the borough.
- Share resources, learning, experiences, ideas and practical support.
- Encourage other spaces to offer a Warm Welcome, developing a borough-wide offer.
- Mobilise people to support their local space of Warm Welcome.
- To promote Warm Welcomes to residents, organisations and stakeholders through a range of channels.
- We envisage that Warm Welcomes will continue to evolve and develop, both in terms of our support and the offer that venues make to residents.

**Please visit our website if you would like more information:**

<https://www.dudleycvs.org.uk/warm-welcomes/>

# What are Warm Welcome Hubs?



**a network of community spaces across Dudley borough**

**they will be open to all**



**a warm welcome and a cuppa will be waiting**

**people can get involved in free activities**



**RESPECT**

**people will be treated with dignity and respect**

**help will be available to connect people to wider support**



## Who can I contact about my volunteering?

Whilst volunteering your main point of contact will be a staff member or volunteer at the organisation/venue of the particular Warm Welcome Hub that you are supporting.

They will be able to provide you with the information and support that you need in order to volunteer safely and effectively.

If you have any concerns relating to your volunteering role or any change in circumstances which may affect your availability to volunteer this is who you should contact.

There is space below for the Warm Welcome Hub that you are supporting at to provide a named contact and their details so that you can easily get in touch with someone as needed.

<b>Main Point of Contact</b>	<b>Contact Information (Tel / Email)</b>
<b>Back up Contact</b>	<b>Contact Information (Tel / Email)</b>

**If you have a concern** please raise it with your main contact first, but if you have concerns that are not being addressed, or you would prefer to discuss them with someone outside the organisation; please contact Eileen Fielding from our Volunteer Centre who will be happy to chat in confidence.

Please drop her an email to [eileen@dudleycvs.org.uk](mailto:eileen@dudleycvs.org.uk) and she will get in touch.

# Warm Welcomes Hub Helper role description

## What is a Warm Welcome Hub?

Warm Welcome hubs are a network of community spaces across Dudley Borough, where people can go to get warm, stay warm, have a free hot drink, and some company if they want it. From these Warm Welcome Hubs people can be signposted to additional support, as well as taking part in other activities at the venue.

Warm Welcome Hubs are open to all; whatever reason people have for coming in, they are treated with dignity, respect, and never judged.

## What is the Purpose of a Warm Welcome Hub Helper?

Volunteers play an important part supporting a Warm Welcome hub, providing a friendly and supportive service, to ensure that those who attend feel comfortable, identifying when additional support may be required and signposting appropriately, if they feel comfortable to do so.

## You may be asked to:

- Welcome people into the Warm Welcome Hub and supporting them to feel comfortable and relaxed
- Support with preparing the Hub to be ready for visitors prior to opening, and also with tidying once the Hub has closed
- Make and serving refreshments (hot drinks, toast etc.)
- Provide company and a listening ear to those who want it
- Support with the delivery of group activities
- Develop a knowledge of locally available services to signpost people for additional support
- Escalate any concerns or uncertainty to the person running the session
- To show understanding and follow the policies and procedures of the Warm Welcome Hub e.g. information sharing, equality and diversity, safeguarding, health & safety, fire safety, lone working.

These tasks are not exhaustive, and you may be asked to undertake other duties in order to meet the needs of the Warm Welcome Bank and those who are attending. If you would prefer not to undertake certain tasks, just have a chat with the person running the session.

## Useful skills

- A calm, friendly, and non-judgemental nature
- Ability to communicate effectively and appropriately with people of all ages (including children and the elderly), from various backgrounds and experiences
- Comfortable working alongside other volunteers as part of a team
- Able to use own initiative to complete tasks, but a confidence to ask for help if needed
- A knowledge of or a willingness to learn about the local services available to those who require additional support

## Induction and training

You may be asked to complete a short induction about the Warm Welcome Hub you are supporting eg building layout, be introduced to the volunteers running sessions, what tasks you may be asked to assist with and any essential information such as health and safety, safeguarding, boundaries etc.

You may also be required to complete additional training or refreshers during your volunteering as identified for your role eg Food Hygiene training.

## Ongoing Support

- Whilst volunteering you will be introduced to the volunteer[s] running the sessions and they will be your point of contact for any queries/concerns, as they are responsible for the individual Warm Welcome Hubs.
- Should you feel uncomfortable communicating issues / concerns with the lead volunteer for the Warm Welcome Hub, or have attempted to resolve a concern without success, please contact Eileen Fielding at Dudley CVS Volunteer Centre to discuss any concerns in strictest confidence. You can reach Eileen on 01384 573381 or by email – [eileen@dudleycvs.org.uk](mailto:eileen@dudleycvs.org.uk)

# Keeping Yourself & Others Safe

## Signing in and Out

When you run a session it's good to know who is there for health and safety reasons. You will need to make sure that you fill in a sheet with your name along with the other volunteers, when you got there and when you left. It's also helpful to log people who came along. If they don't want to leave a full name, a first name or initials is fine.

## What should I wear when I'm volunteering?

Volunteers are asked to wear appropriate clothing when helping and comfy footwear is important. If you are not sure, please ask the person leading the session. You may be asked to wear a name badge so that you are easily identifiable.

## Sharing your personal details

Never give out your personal details to another volunteer or someone attending activities. Check with the person running the session the appropriate details to give out.

## Alcohol/Substance Misuse

It's important to look after the health and wellbeing of volunteers and make sure that staff, volunteers and people attending sessions are safe. Volunteers will not be allowed to help if they are drunk or high.

## Vaping/Smoking

There is a strict 'No Vaping or Smoking' policy when helping and if volunteers wish to vape or smoke, they must do so away from the premises or activity.

## Unreasonable behaviour

Using verbal or physical abuse towards other individuals, whether they be staff, volunteers or people you meet on sessions is not acceptable behaviour and volunteers may be asked to stop helping the project if they behave in this manner.



## **Personal Property**

Please look after your personal property and store it safely. If you are unsure where you may leave your belongings, please check with the person running the session. Please do not bring large sums of money or valuables along when you come to help. The organisation you are helping cannot be responsible for any loss.

## **Safeguarding**

Creating a safe and welcoming environment, where everyone is respected and valued, is at the heart of safeguarding. It's about making sure your organisation and its activities are run in a way that actively prevents harm, harassment, bullying, abuse and neglect. It's also about being ready to respond safely and well if there is a problem. Everyone in the organisation has a role to play in safeguarding. It should become part of your day-to-day activities.

Every organisation has a duty to safeguard volunteers, staff members, participants and donors.

There will be some extra things to think about if you work with children and adults who are at risk. Don't worry, there's some useful guidance that we'd like to signpost you to which will help you get started and people locally who can give you some support, so you won't be on your own.

## **Children**

Anyone under 18 is considered a child.

## **Adults at risk**

An adult at risk is anyone aged 18 or over who:

- Has needs for care and / or support
- As a result of care and support needs, is unable to protect themselves from abuse
- Is currently experiencing or is at risk of abuse

Adults at risk may have mental or physical illnesses, have a learning disability, have addiction problems or be frail.

You will find safeguarding guidance on the [NCVO website](#)

Locally [Dudley Safeguarding People Partnership](#) runs a range of e-learning to cover a wide range of child and adult safeguarding and has lots of useful resources on its website.

Finally, if you have safeguarding concerns, there are helplines you can call:

For children. 0300 555 0050.

For adults. 0300 555 0055.

Out of office hours. 0300 555 8574 or in an emergency call 999

## Keeping information safe

When someone tells us something private or personal, they need to be sure that we will not pass this on without them agreeing to it.

It is also important for the work of the warm welcomes locations you may be supporting, that people feel confident about giving information, as it enables the organisation to give the best possible service to the people you may meet and help.

Whilst you are helping, you may have access to confidential information and it is a condition of your Warm Welcome volunteer role that you must not talk about or share this information with anyone apart from the person running the session, or your named contact from the organisation.

For these reasons all volunteers are asked to sign a confidentiality statement, showing that they understand the need for confidentiality and will agree to keep information confidential to the project they are supporting.

If you are worried or unsure about this, ask the person running the session or your named contact from the organisation about what has been disclosed not another volunteer or visitor.

## Thank You

As a volunteer you will play a crucial part in assisting with the day-to-day running of the Warm Welcomes network, providing a supportive service to those that need it the most and making a real difference and impact within your local community. We would like to thank you for generously offering your time to help deliver this service and hope that you find it to be a rewarding and positive experience.

The text 'THANK YOU!' is displayed in a large, bold, sans-serif font. Each letter is a different color: 'T' is green, 'H' is yellow, 'A' is light blue, 'N' is purple, 'K' is red, 'Y' is dark blue, 'O' is green, 'U' is orange, and '!' is yellow. The letters are arranged in two rows: 'THANK' on top and 'YOU!' below it.