



**VOLUNTEER
INFORMATION PACK
2023**



WELCOME TO START UP STIRLING

Thank you for your interest in volunteering with us here at Start Up Stirling. Volunteers are at the heart of our service, enabling us to help people in financial difficulty or crisis. We simply could not deliver our services without you.

Start Up Stirling has been supporting local people in need since 1994. Our project is focused on relieving poverty, suffering and distress of people in financial difficulty, poverty or crisis across the entire Stirling Council area, from Bannockburn and Cowie in the south east, to Tyndrum and Killin in the north and Drymen in the west.

Anyone can face crisis. Ongoing rising costs, particularly for food and domestic fuel, have an acute effect on low income households. Losing paid employment, receiving an unexpected high bill, going through a family breakdown, being ill and losing pay or benefit delays can all cause people to experience financial difficulty, food poverty or homelessness. And costs for those living in rural areas can be significantly higher than for those living in urban centres.

This is where Start Up Stirling comes in.

ABOUT START UP STIRLING

Start Up Stirling seeks to relieve poverty, suffering and distress by providing or assisting in the provision of goods, crisis food and friendship. We aim to improve the condition of life for the inhabitants of Stirlingshire and, in particular, those who need support because of their age, ethnicity, disability, ill health, learning needs, poverty, homelessness, domestic abuse, or unemployment.

Volunteers are an essential part of our work. With a staff team of just 6 people, we would be unable to deliver our services without our volunteers. Volunteering is not just good for us; the research shows that volunteering is great for our volunteers too, improving health and wellbeing, building new skills, meeting new people, and creating a real sense of belonging. We are committed to working with our volunteers to listen to their opinions, help make their volunteering experience both rewarding and fun and to welcome them as part of our community.

“WHAT OUR CLIENTS SAY

It was better than I expected. Helped me out a lot when I needed it. Really appreciate the help and volunteers could not have been nicer.

Couldn't get by without the food. Staff very helpful. Felt embarrassed at first but not now. Getting out, meeting people and getting food helpful.

I think it is a tremendous service, without this our client would have had nothing to eat. The service has enabled our client to have had time to get her benefits sorted and also recover from a terrible injury. She is very humbled by this.

The service and support was more than I ever expected. The staff were wonderful and I was put at ease straight away. I have been able to settle and access crucial forms of support from here

The pressure has been tough to keep up with having been furloughed, and the help I received from Start-up Stirling was an incredible relief. Thanks to the amazing staff who walked me through every step of the way.

It was beyond our expectations the volunteers/staff were extremely kind and helpful and go above their call of duty

We have **three** key areas of support:

1

Start Up Foodbanks

- Weekly foodbanks in St Ninians and Raploch
- Home deliveries to those who cannot access foodbanks due to ill health or rural location

2

Start Up Client Support

- Someone to talk to about difficulties our clients are facing
- Working with partners to provide one-to-one practical advice

3

Start Up Helper Packs

- For people in new tenancies or temporary housing
- Emergency packs for the temporary homeless
- Female and male hygiene packs

In **2021** we provided:

- 128,844 meals via 1588 referrals at our foodbanks.
- Supported over 3043 individuals, over a third of those children.
- During Covid Lockdowns the mobile foodbanks delivered all our meals
- 210 Starter Packs for new tenancies.
- 170 Welcome Packs to help those in temporary housing.
- 430 Emergency Food Packs.
- 617 Toiletry Packs to the temporary homeless.



VOLUNTEERING ROLES

There are lots of different ways that you can support Start Up Stirling through volunteering. Full role descriptions are provided at the end of this pack.

- Provide support in the **warehouse**, sorting, checking & moving food donations and preparing for the foodbank and deliveries.
- Working in the **foodbanks**, providing food packs to clients, listening to clients, providing nutrition advice and signposting to different services.
- **Client support services**, listening to and supporting vulnerable clients on a one to one basis and signposting to relevant external support services.
- **Driving our vans** to deliver foodbank services to the community and collect donations.
- Supporting the **Fundraising Team** with grant applications, fund-raising activities, awareness raising and admin.
- Become a **Trustee** of the charity, with responsibilities for governance and strategy. *If you are interested in becoming a Trustee, please contact the General Manager.*

Volunteers can also apply to become a **member** of the charity. As a member, you can attend the AGM and have your say in how the Charity develops.





VOLUNTEER AGREEMENT

All volunteers will be asked to sign a volunteer agreement, which sets out the expectations for volunteers and for Start Up Stirling.

Volunteers can expect **Start Up Stirling** to provide:

- Welcome and introduction to the charity, through an organised induction process
- Training appropriate and relevant to your volunteer role
- Provide a named member of staff as a mentor and key contact within the charity
- Reimbursement of out-of-pocket expenses
- Insurance cover while on volunteering activities
- Access to and inclusion in our policies covering Equality, Diversity & Inclusion, Health & Safety and Data Protection.

As a volunteer, you are expected to:

- Provide reasonable notice if you are unable to carry out any of your volunteer duties
 - Attend required training for the role
 - Maintain the privacy and confidentiality of clients and other volunteers
 - Protect yourself and others by respecting boundaries
 - Disclose any potential conflicts of interest, difficulties or pre-existing medical conditions which would affect your volunteering role
 - Keep your personal data up-to-date by completing an annual data form.
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BECOMING A VOLUNTEER

Start Up Stirling promotes volunteer opportunities on our website and social media channels and we are committed to encouraging volunteers from all walks of life, bringing different experiences and perspectives to the charity. Prospective volunteers will be asked to complete a short application form, outlining your preferred role and experience. Applicants will be invited to meet the Volunteer and Training Coordinator to find out more about the charity and discuss appropriate roles. The Volunteer and Training Coordinator will then notify successful applicants. Some roles require membership of the PVG scheme.

Contact volunteer@startupstirling.org.uk to ask about volunteering.

TRAINING & SUPPORT

We are committed to supporting our volunteers to develop the skills you need to carry out your roles effectively and with confidence.

- Volunteer induction to introduce new volunteers to the charity and their role.
- Relevant health & safety, food safety & hygiene, and manual handling training.
- Additional training (for some roles) in boundaries & confidentiality, empathy & listening skills, suicide prevention, and child & adult protection.

On the job support is also provided by the Start Up staff and other volunteers.



VOLUNTEER FEEDBACK

As volunteers, you are encouraged to provide feedback about your role and the services that Start Up Stirling provides, to help the us to continuously improve our work. This is often an informal process, with volunteers approaching relevant members of staff or providing feedback to the Volunteer and Training Coordinator. We will also seek more formal feedback on a regular basis.

CONFIDENTIALITY

Our work involves interacting with people who may be vulnerable, so confidentiality is an important part of our service. We are committed to maintaining the dignity and privacy of our clients, and this ethos informs everything we do. Information about our clients must be treated in confidence and should not be shared with anyone outside of the charity unless there are circumstances where it needs to be disclosed. We will only share client information with volunteers when it is necessary to do so. We also ask that you treat any information shared by our clients as confidential.

YOUR RECORDS

We ask all volunteers to provide contact information for themselves and an emergency contact, along with details about any previous convictions and/or any health conditions that may be relevant to their role as a volunteer. We process and manage all personal information in line with our data policies. As a volunteer, you will be asked to update your information annually.

NITTY GRITTY

Any role has its nitty gritty, so here it is for our volunteers! Our insurance covers all volunteering activities. If you'd like details, please contact the Volunteer & Training Coordinator. You are entitled to claim a reimbursement for any out-of-pocket expenses you might incur as part of your volunteer role, including travel to and from home to the project and during your volunteering.

START UP POLICIES

Most of our policies apply to staff, volunteers and trustees and the most relevant can be accessed [here](#). As a volunteer, you should familiarise yourself in particular with policies relating to health & safety, safeguarding, drugs & alcohol and harassment & bullying.

DEALING WITH PROBLEMS

We try to make the volunteering experience as seamless and fun as possible, but issues can still arise. If you do experience any problems carrying out your volunteer role, you should contact the Volunteer & Training Coordinator for an informal discussion. If the problem cannot be resolved informally, the formal grievance process may apply, as outlined in the Grievance & Disciplinary Policy.

LEAVING START UP

We know that volunteers won't stay with us forever, so when it comes to the time for you to leave, just let the Volunteer and Training Coordinator know and they will arrange an exit interview with you.

USEFUL LINKS

You can find lots of useful information online about Start Up Stirling and volunteering in general.

- <https://startupstirling.org.uk/>: Start Up Stirling's website
 - <https://startupstirling.org.uk/policies> Our Policies
 - <https://www.volunteerscotland.net/for-volunteers/why-volunteer/>: Volunteer Scotland information about the benefits of volunteering
 - <https://scvo.scot/>: Scottish Council for Voluntary Organisations (SCVO), the national membership organisation for the voluntary sector.
 - [Boundaries & Confidentiality Training](#)
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KEEP IN TOUCH!

If you have any questions or comments, please do get in touch. You can call the office on 01786 561027 or reach specific people on the emails below:

- Volunteer & Training Coordinator: tricia@startupstirling.org.uk
- General Manager: andrew@startupstirling.org.uk
- Chair of the Trustees: convenor@startupstirling.org.uk

Thank you for volunteering with **Start Up Stirling**



VOLUNTEER ROLE DESCRIPTIONS

WAREHOUSE VOLUNTEER

Key duties:

- Weighing in and recording of donations
- Quality control of incoming items
- Dating and sorting goods
- Storage and stock rotation of goods
- Replenishing of picking area
- Packing/ making up outgoing orders
- Handling of fresh and frozen items
- Checking return items from food bank/ delivery runs
- General warehouse housekeeping tasks

Responsible to:

Start Up Stirling Warehouse Manager

Key requirements:

- Friendly, sociable and willing to work either independently or in a group setting
- Able to lift crates of food
- Flexible to changing practices as circumstances dictate

Training:

- Induction
 - Health & safety in the warehouse
 - Manual handling
 - Basic food safety
 - Making up orders inc. fresh/frozen
 - Operation of lift
 - Making of additional packs
 - 1 day food hygiene course (optional)
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FOODBANK VOLUNTEER

Key duties:

- Implement the aims and objectives of the charity
- Set up the venue with the food donations (includes lifting and moving crates)
- Greet clients, give out food packs and make the client feel at ease
- Talk with and listen to those coming to the foodbank for help and to deliver that help as and when appropriate by signposting to other key agencies
- Alert foodbank team leader of any specific issues requiring attention
- Making teas and coffees

Responsible to:

Start Up Stirling Crisis Foodbank worker

Key requirements:

- Reliable, trustworthy and punctual
- Be aware of the need to maintain strict boundaries and confidentiality
- Clear communicator
- Able to stay calm in difficult or demanding situations
- Innovative, flexible and open to suggesting and receiving new ideas
- Patient, empathetic and compassionate

Training:

- Induction
 - Health & safety in the warehouse
 - Manual handling
 - Basic food safety
 - Boundaries and confidentiality
 - Empathy and listening skills
 - Introduction to suicide prevention
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VOLUNTEER DRIVER

Key duties:

- Deliver crisis food support to locations throughout Stirlingshire to those who are unable to attend the food bank due to geographic, financial, physical or mental health reasons
- Represent the charity at the individual client's door step
- Implement the aims and objectives of the charity
- Whenever possible to engage with clients and establish any further assistance that may be required
- Meet with the staff crisis food bank worker for pre and post-delivery briefings
- Undertake collections from supermarket donation stations and other venues

Responsible to:

Start Up Stirling Warehouse Manager

Key requirements:

- Good driving skills with a current, clean driving licence
- Undertake driving assessment as requested by an independent 3rd party
- Reliable, trustworthy and punctual
- Ability to drive either independently or in a small two-person team and act with confidence and authority
- Clear communicator
- Able to stay calm in difficult or demanding situations
- Innovative, flexible and open to suggesting and receiving new ideas
- Patience, empathy and compassion

Training:

- Induction
 - Health & safety in the warehouse
 - Manual handling
 - Basic food safety
 - Boundaries and confidentiality
 - Empathy and listening skills
 - Introduction to suicide prevention
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COMMUNITY FUNDRAISER/ EVENTS VOLUNTEER

Key duties:

Some (not all) of the following:

- Provide support at fundraising events
- Man information stands, attend fayres, collections in supermarkets and other locations
- Speak on behalf of Start Up Stirling to community groups, churches and schools to explain what we do
- Admin support in preparation for events
- Logistical support for events
- Counting money following events
- Coordinate collection can replacement on a quarterly basis and place new cans wherever possible
- Suggest ideas/ lead on fundraising activities
- Requesting support from local businesses for example requesting prizes for raffles
- Thank you letters to supporters

Key requirements:

- Keen, friendly and enthusiastic individual
- Caring and able to connect well with people in public settings

Training:

- Induction
- Health & safety in the warehouse

Responsible to:

Start Up Stirling Community Fundraiser

CORPORATE AND GRANTS FUNDRAISING VOLUNTEER

Key duties:

- Representing Start Up Stirling at corporate events
- Liaising with different businesses and maintaining partnership links with them, to engage them in current fundraising activities
- Identifying potential new grant fundraising streams
- Preparing fundraising letters and grant applications

Responsible to:

Start Up Stirling Communities and Fundraising Manager

Key requirements:

- Confident to represent Start Up Stirling in different settings
- Experience of third sector fundraising or management level in business
- Volunteer experience of being a representative for groups such as Rotary, Guilds, service groups or Church Elder/Deacon
- Previous experience of researching and sourcing funds from grant making trusts, bequests and crowdfunding
- Experience of producing grant applications or letters of support

Training:

- Induction
 - Health & safety in the warehouse
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WAREHOUSE VOLUNTEER TEAM LEADER

Key duties:

- Organise team work schedule
- Coordinating volunteers for tasks requiring completion
- Checking in and recording donations
- Quality control of incoming items
- Dating, sorting and classification of goods
- Storage and stock rotation of goods
- Replenishing of picking area
- Packing/ making up outgoing orders
- Handling of fresh and frozen items
- Checking return items from food bank and rural home deliveries
- General warehouse housekeeping tasks
- Driving of van for collections and deliveries.

Responsible to:

Start Up Stirling Warehouse Manager

Key requirements:

- Experience of volunteering within the warehouse
- Good organisational and delegation skills
- Friendly, sociable and willing to work either independently or in a group setting
- Able to lift crates of food
- Flexible to changing practices as circumstances dictate

Training:

- Induction
 - Health & safety in the warehouse
 - Manual handling
 - Basic food safety
 - Making up orders inc. fresh/frozen
 - Operation of lift
 - Making of additional packs
 - 1 day food hygiene course
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FOODBANK VOLUNTEER TEAM LEADER

Key duties:

- Meet with the staff crisis foodbank worker for pre and post foodbank briefings
- Be the senior manager at the foodbank and first point of contact for arriving clients
- Manage a team of volunteer helpers at the foodbank, setting tasks and directing volunteers as required
- Implement the aims and objectives of the charity
- Talk with and listen to those coming to the foodbank for help and to deliver that help as and when appropriate

The role will also require you to occasionally:

- Assist at other foodbanks and/ or charity activities

Key requirements:

- Experience volunteering in a foodbank setting
- Reliable, trustworthy and punctual
- Ability to take a leadership role and act with confidence and authority
- To be a clear communicator
- To stay calm in difficult or demanding situations
- To be innovative and flexible and be open to suggesting and receiving new ideas
- Above all to be compassionate, patient and kind towards others

Training:

- As per foodbank volunteer

Responsible to:

Start Up Stirling Crisis Foodbank worker

TRUSTEE

Charity trustees are in overall charge of the charity, responsible with fellow trustees for the charity's governance and strategy, and for making sure that the charity is administered effectively.

Key duties:

- Attend board meetings
- Attend AGM
- Provide support and guidance to the General Manager
- Advise on the governance and strategy of the charity
- Specific tasks from any sub-committee or role as appropriate.

Training:

- Induction for new trustees
- Child and Adult Protection PVG will be required and knowledge of relevant policies

Responsible to:

Trustees are appointed by Members of Start Up Stirling or by the Board of Trustees. The Board of Trustees are responsible to the Members of Start Up Stirling.

Key personal responsibilities:

- To act in the interest of the charity and in accordance with the charity's purpose
- To act with care and diligence
- To manage any conflict of interest between the charity and other personal commitments
- To comply with all relevant Charity regulations and specifically those relating to Trustee responsibilities
- To attend training as appropriate for the role.

Key shared responsibilities:

- To ensure the charity acts in accordance with all appropriate legislation and with OSCR guidelines
 - To ensure all appropriate reports are submitted to OSCR
 - To ensure financial records are kept up to date
 - To ensure information provided to members of the public meets legal and governance requirements
 - To take responsibility for how the charity undertakes fundraising
 - To ensure sound financial management of the charity.
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**Start Up Stirling is a Scottish Charitable
Incorporated Organisation (SCIO) SC035477**
