



VOLUNTEER INFORMATION

www.compassionacts.uk

Registered Charity Number: 1172948 also a Limited Company registered in England & Wales:10457781



Community Money Advice | Southport Foodbank (Trussell Trust Model) | Welfare
Benefits Advice | Next Steps | Food Pantry | Community Market

C♥MPASSION ACTS

Welcome to the team

In 2020, Southport Foodbank provided 58,680 meals to local people in crisis.

Today in Southport, one in five people are living below the poverty line, and families are struggling to put food on the table. There are people on low incomes and those who suffer a sudden crisis such as redundancy, benefit delays or unexpected bills. We are also seeing the effects of the Covid-19 pandemic and how that has impacted our local community.

Every day, parents skip meals to feed their children and people are being forced to choose between paying their rent and eating.

SO WELCOME – YOU CAN MAKE A DIFFERENCE

The Compassion Acts team is led by:-

Richard Owens – CEO

Jess McGlynn – Poverty Reduction Manager

Alison Read – Advice and Support Manager

John Murphy – Logistics Coordinator

Vicki Day – Pantry Coordinator

Rachel Pearse – Poverty Reduction Assistant

Ellie Orritt – Finance Assistant

Adrian Wallbridge - Debt Advisor

Our Philosophy

We believe that clients, their families and carers that attend the Foodbank have a right to be treated as individuals, taking into account their physical, psychological, social, cultural and spiritual needs.

Our Vision

A hopeful future, where poverty is challenged at its root and brought to an end; with individuals and families seeing real change in their lives.

Our Aim

To tackle poverty and increase social wellbeing in all our neighbourhoods, through advice, guidance, food-distribution and other interventions.

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COMPASSION ACTS

Our Mission

Bringing Churches and other people together to ACT as good neighbours in Southport, Formby and surrounding areas, revealing the COMPASSION in the heart of Jesus for the marginalised and powerless.

We will ensure that the service we provide is based upon individual need and maintaining a safe environment for all.

“For I was hungry and you gave me food, I was thirsty and you gave me drink, I was a stranger and you welcomed me.” Matthew 25 v 35

Foodbank Opening Times

Monday: Canning Road Church, PR9 7SS **1pm-3pm**

Tuesday: St Peter’s Church, Birkdale PR8 4BY **1pm-3pm**

Wednesday: Scarisbrick New Road Baptist Church, PR8 6PU **1pm-3pm**

Thursday: Ainsdale Methodist Church, PR8 3NQ **1pm-3pm** + The Salvation Army, PR8 5AJ **3.30pm-5.30pm**

Friday: Lakeside Church, PR9 0LA **1pm-3pm**

Saturday: St Peter’s Church, Birkdale PR8 4BY **10am-11.30am**

Volunteer Roles at Compassion Acts

We provide all necessary training for our volunteer roles, and the full support of a Volunteer Manager. We use a system called Assemble to communicate with all volunteers and manage rotas. All volunteers are required to complete a basic DBS self-declaration.

Client Facing at Foodbank Session

Volunteering in a team of 2-3 other volunteers, including a team leader on a fortnightly basis.

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| 1. Greeting the client(s) and asking them for their e-voucher code (or red paper voucher) |
| 2. Checking voucher information i.e. client details, referring agency, reason for referral |
| 3. Chatting with client about the reason for their attendance at Foodbank, to see if we can signpost them to any other agencies, help with their short term crisis etc. We have a Welfare Benefit Advice team and a Community Money Advice team who can assist with benefit claims and debt management. |
| 4. Picking the correct food parcel along with packing any additional items the client may need such as toiletries and pet food. |

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Hub Reception

Volunteering once a fortnight either on our morning shift (10am-12.30pm) or our afternoon shift (12.30pm-3pm)

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| 1. Reception duties at our Volunteer and Donations Hub. Answering the phone and passing messages to Compassion Acts team, receiving donations from members of the community and organisations, co-ordinating with Logistics volunteers and Logistics Coordinator to sort and move donations as appropriate. Be flexible within this role for other jobs which may need doing. |
| 2. Inputting voucher data and updating Welfare Benefits database. Other admin duties, supporting the Compassion Acts staff. |

Logistics Team - Incoming

Volunteering once a fortnight either on our morning shift (10am-12.30pm) or our afternoon shift (12.30pm-3pm)

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| 1. Weighing-in all food collected and donated to the Foodbank. Keeping accurate records of weights and donors (if known) |
| 2. Sorting food by type and year. Checking for out of date food and weighing-out accordingly. |
| 3. Weighing-out all fresh or short-life food to be offered to clients during Foodbank sessions as directed by either Logistics Coordinator or Poverty Reduction Assistant. |
| 4. Keeping warehouse tidy and regularly wiping down tables and other surfaces used. |

Logistics Team - Outgoing

Volunteering once a fortnight either on our morning shift (10am-12.30pm) or our afternoon shift (12.30pm-3pm)

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| 1. Preparing pre-packed food parcels for Foodbank distribution centres; ensuring each centre's order is accurately fulfilled. |
| 2. Weighing-out any additional items requested by Foodbank distribution centres. |
| 3. Preparing 'extras' or 'overnight' bags as needed. |
| 4. Communicating with both Logistics Coordinator and Poverty Reduction Assistant when we have surplus or soon to expire items to offer to Foodbank distribution centres. |
| 5. Keeping warehouse tidy and regularly wiping down tables and other surfaces used. |

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Driver + Driver's Mate

Weekly / Fortnightly as required

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| 1. Collecting customer donations from supermarkets and local shops. |
| 2. Delivering pre-packed food parcels to Foodbank distribution centres. |
| 3. Collecting empty crates from Food Pantry and returning to Fareshare. Picking up Fareshare food and delivering to Pantry. |

Community Champion

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| 1. Take a lead in promoting and championing the work of Compassion Acts (including Southport Foodbank). |
| 2. Distribute collecting boxes to shops / pubs / takeaways in your local area. |
| 3. Promote the work of the charity through your own networks, on social media. Start local fundraising opportunities and where relevant create a fundraising group. |
| 4. Liaise with local supermarkets and shops and raise awareness of fundraising opportunities. |

Things to consider:

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| What do you want to get out of volunteering? |
| How will volunteering affect your 'work-life' balance? |
| We greatly appreciate our volunteers; how do you like to be recognised for your contributions? |
| Are there any particular skills you would like to develop? |
| Do you prefer or enjoy meeting with people or being in the background? |

We also have a number of other volunteering opportunities you may want to consider:-

Welfare Benefit Advice Team: this role includes speaking one to one with clients, finding out about their situation and offering advice around benefits, or signposting to other agencies. Training will be provided.

Community Money Advice Team: this role includes speaking one to one with clients, finding out about their situation, going through their budgets, discussing debt and working with them to reduce their outgoings or contacting other agencies to assist. Training will be provided.

Food Pantries: this project offers support to those who need a helping hand; the client joins a weekly food club and pays a fee of £5. As part of the club, they can shop for a minimum of £20 worth of food, with opportunities for additional training and support.

Next Steps Mentor: Next Steps is our long-term support project. It is the next step on from Food Pantry and each client has their own mentor who will work with them to create a personal plan,

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looking at the reasons they fell into crisis and/or food poverty and what they need to do to ensure we break the cycle of poverty. There are also courses and classes designed to help personal development and impart other important life skills as part of the Next Steps Project. Full training will be provided.

Community Market: a new project for 2021, this is primarily open to Next Steps clients and offers an opportunity for clients to purchase surplus food items at low cost. Through this project we continue to support those who need it, but give clients the dignity of purchasing items for themselves whilst encouraging skills such as budgeting.

If you are interested in other roles, please look on our website:

www.compassionacts.uk/volunteer

If you would like further information about these roles, please contact Jess McGlynn at

office@compassionacts.uk

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