

# COMPASSION ACTS

## VOLUNTEER INFORMATION

We are a local charity aiming to reduce poverty and increase social wellbeing in Southport and the surrounding areas.

Our mission is to bring people together from local communities, uniting them with the resources and passion for projects and interventions, which achieve real enhancements in the social wellbeing of families and individuals.

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 that unexpected bill. Every day people skip meals and are forced to choose between paying their rent and eating.

SO WELCOME – YOU CAN MAKE A DIFFERENCE

### **The team is led by**

Richard Owens – CEO

Alison Read – Advice and Support Manager

Arianne Clarke – Influencing and Partnerships Manager

Jess McGlynn – Poverty Reduction Manager

### **Our Philosophy**

We believe that anyone who attends the Foodbank has a right to be treated as an individual, taking into account physical, psychological, social, cultural and spiritual needs.

We will ensure that the service 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 25v35**

Contact us on :

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Web : <https://www.compassionacts.uk/>

**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



Southport Foodbank has provided, to date, emergency food for around 13,500 local people in crisis.

Clients attend with a foodbank voucher and are then provided with a food parcel which contains 3-5 days worth of food. Crisis can strike anyone, and it can be difficult to think about walking through the door of a foodbank. Our foodbank volunteers aim to welcome everyone with compassion, kindness and a listening ear.

### **Foodbank Opening Times**

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

Tuesday: St Peter's Church, Birkdale PR8 4BY, **10am-12pm**

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: The Victoria Centre PR8 6DG, **10am-11.30am**

### **Volunteer roles at the foodbank**

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.**

This involves greeting the clients, processing their foodbank voucher (usually an e-voucher code) and picking the correct foodbank parcel. We would also look for strong listening skills and an ability to talk with the client about their reason for attending foodbank with a view to signposting to any other organisations or agencies.

#### **Logistics Team**

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

This role involves weighing-in food collected or donated to the foodbank, keeping accurate records of weights and donors. All food donated is sorted by type and year, with items checked for expiry dates and weighed out accordingly.

We also prepare pre-packed food parcels for our foodbank centres, ensuring each centre's order is fulfilled for delivery.

#### **Driver + Driver's Mate**

**Once a week**

Collecting customer donations from supermarkets and smaller stores. Delivering pre-packed food parcels to foodbank centres as ordered. Heavy lifting involved.



We currently operate 5 Food Pantries across Southport, Formby and surrounding areas. Our Food Pantries offer support to those who need a helping hand; it is a weekly food club and costs £5 each week. Members can shop for a minimum of £20 worth of food, which includes fresh and frozen items with opportunities for additional training and support.

Our Pantry Co-ordinator is Vicki Day.

There are various roles at our Food Pantries including Stock Control, Admin / Reception, Family Worker, Door Welcomer, Personal Shopper, Chatter.

### **Food Pantry Opening Times**

Monday morning: Holy Trinity Workshop (Formby)

Tuesday morning: Grace Centre, Southport Town Centre

Wednesday morning: Liverpool Road Methodist Church, Birkdale

Thursday afternoon: Bishop David Sheppard School, High Park

We also have a Village Food Hub which covers Banks, Tarleton and Hesketh Bank.



Our support and advice services include Welfare Benefits Advice, Community Money Advice (debt), Fuel Bank and offering general guidance by telephone.

Welfare Benefit Advisors speak one to one with clients, finding out about their situation and offer advice around benefits, or signpost to other agencies. Full training is provided.

Community Money Advisors speak one to one with clients, find out about their situation, go through their budgets, discuss debt and work with them to outgoings or contacting other agencies to assist. Full training is provided.

**Volunteering requirements vary and can be adapted to suit availability. We aim to have at least one Welfare Benefit Advisor at each of our Foodbank sessions.**



Next Steps is our long-term support project. It is the 'next step' on from our Food Pantries and focuses on personal development and life skills with a view to breaking the cycle of poverty for individuals and families.

## Mentor

This role involves supporting the members of Next Steps with regular contact, informal advice, advocacy and signposting. This is a very rewarding role which would suit anyone with experience of training, coaching or pastoral work or anyone who is empathetic, a good listener and interested in supporting others to improve their own lives.

Commitment for this role is flexible and can work around you.

## Community Market

On the third Saturday of every month, we hold a Community Market at Christ Church, 10am-12.30pm for members of Next Steps. This is an opportunity for members to purchase surplus food items at low cost. Volunteers socialise and chat with members whilst they wait to shop and help on the Market side; checking stock, restocking, keeping the Market area clean and inviting and chatting with the members as they choose items.



New for 2022, we have a Community Hub opening in Cambridge Walks. We will look to open for partners and other agencies to use which will benefit the local community (such as Brighter Living and Living Well Sefton) but we will also run our Uniform Hub and an advice drop-in session and need volunteers to help support this.

Wednesday: **10am-3pm** for Compassion Acts advice drop-in

Friday: **10am-2pm** for Uniform Hub drop-in



Compassion Acts will be acting as a coordinator for various strands of support from the voluntary and faith section in the local area. Based at the Victoria Centre on Sussex Road, we ideally need a team of volunteers to assist with our initial drop-in sessions where we will offer free and fast Wi-Fi for contacting home, IT equipment, refreshments, benefits advice, vouchers, contact with local agencies and more.

Thursdays: The Victoria Centre, **2pm-4pm**



Make A Difference is our weekly zero waste surplus stall. Stocked with food which, for various reasons, cannot be given out at any of our other food projects, but is perfectly good. People can take the items for free or a small donation.

Volunteers are needed on a fortnightly rota, 12.30pm-3.30pm to monitor the stall which takes place in the Community Room at the Victoria Centre, to provide drinks and to chat. The Drop in runs 1pm-3pm.



Aware of the rising costs of energy, we want to create an opportunity for people to gather socially, to have a hot drink and be out of the home and therefore not having to pay to heat their home or use energy etc.

We are also hopeful that this may offer a further pathway for those who may be hesitant about seeking foodbank support to connect with us, which may also lead to referrals into our wider provisions. This is a new initiative, and we are happy for it to grow organically but require friendly, chatty volunteers to welcome those who attend and engage them in conversation.

Monday: FIRST DATE TBC, **11am-1pm**

### **Other roles within Compassion Acts**

#### **Community Champion**

Coordinating with our Influencing and Partnerships Manager, in order to promote and champion the work of Compassion Acts.

Other elements of the role may include distributing collection boxes to shops / pubs / takeaways in your local area. Promoting the work of the charity through your own networks and on social media. Starting local fundraising opportunities and, where relevant, creating a fundraising group. Liaising with local supermarkets and shops to raise awareness of fundraising opportunities.

#### **Holiday and Homework Club**

Part of our strategy is to go upstream and see what causes people to fall into the cycle of poverty. We believe one of the preventative measures we can put in place is working more closely with local families. We do this through provision of a FREE holiday club and in autumn 2022 we will be launching a Homework Club / Family Space. If you have a particular interest in working with children and/or alongside families, then please do let us know and we can keep you updated.

Our next holiday club will be Monday 25 July – Friday 29 July and Monday 1 August – Friday 5 August, 10am-3pm.

**We ask anyone who would like to volunteer with us to consider:-**

What would you like to get out of volunteering?

How will volunteering affect your time balance?

Are there any particular skills that you would like to develop?

We often have other volunteering roles available, please look at our website:

[www.compassionacts.uk/volunteer](http://www.compassionacts.uk/volunteer)

If you would like further information about these roles, or to discuss volunteering in any capacity please contact Jess McGlynn in the first instance [jess@compassionacts.uk](mailto:jess@compassionacts.uk)