



Volunteering at the Dorking Christian Centre Information for Volunteers

Dorking Christian Centre
www.DorkingChristianCentre.org.uk

Faith
Hope
Love



History

The Dorking Christian Centre was built in the 1970's using the money from the sale of the South Street Methodist Chapel. The building is owned by the Methodist Church, but shared with the Anglican Congregation at St. Martin's Church. The original purpose 'to be a sphere of Christian influence in Dorking' is today expressed in the vision to 'be a visible witness and tangible expression of God's Kingdom.' The building exists to serve the community, and to demonstrate God's love to all those who come through the doors.

Who we are

Day to Day running of the Centre is overseen by the Centre Managers, Janette and Christine. Their office is open 9am – 2pm Mon – Fri. They organise the volunteer rota, and will act as line manager for the volunteers. The Centre Director is Clair. Clair is responsible for the safe operation of the building, for financial matters relating to the centre, and for developing new services and activities within the building.

Pastoral support for volunteers is available through the Methodist Minister or the Anglican Pastoral Assistants. (see contact list at the back of this booklet).

Volunteers

Volunteers are essential to the running of the Centre. We are hugely grateful for your contribution, and want to make sure that the time you spend with us is something that you enjoy and find fulfilling. As a volunteer you become part of the staff team at the Centre, managed by the Centre Managers.

It is our responsibility:

- To provide the training you need to do your job properly;
- To support and encourage you, and make sure you are treated with respect;
- To make sure your working environment is safe;
- To consult you when drawing up the rota, and to communicate with you clearly when your shifts are; and
- To draw your attention to relevant policies, and to help you comply with them.

It is your responsibility:

- To complete training as it is offered;
- To support and encourage other volunteers and treat them with respect;
- To ask for help or support if you need it;
- To attend for your shifts, completing your duties as described;
- To comply with policies as set out in this document, displayed in the Centre, or communicated by the managers;

Policy Matters

All users of the building receive a detailed contract with all the 'small print'. It might be helpful for you to know some of the key policies relating to use of the building;

- No smoking anywhere in the building
- Alcohol is not permitted in the building, except where the use is under the sharing agreement, and part of Anglican tradition.
- Parking outside the Centre is for permit holders only (volunteers on duty may be allocated permits by the manager if one is available, but this cannot be guaranteed).

Copies of the full list of policies relating to the building are available on the Centre's website, or in hard copy from the Managers Office.

A Place of Safety & Welcome



We are keen that the Centre is a safe place of welcome for all. The Volunteers attitude to all those who come through the doors of the Centre is a crucial part of this welcome.

Volunteers are encouraged to give a warm and loving welcome to all. We are often visited by homeless people, or those in need. The help we can offer is limited; but we can listen, care, and refer them to more appropriate services (some contact information at the end of this booklet).

Sadly, there might be times when the behaviour of an individual must be challenged, to ensure that the Centre space remains both sacred and safe for others. **We do not tolerate abusive language or threatening behaviour.**

If you are faced with a situation where there is an individual using abusive language or threatening behaviour this should be challenged. Either by you if you feel safe and comfortable doing so, by the Centre Manager, or if necessary by the Police. **Please make sure that any such incident is reported and recorded by the Centre Manager.** If there are repeated incidents involving the same individual we will exclude them from the building, and call on the support of the Police to enforce this.

Health & Hygiene Regulations



It is important that volunteers comply with Health and Hygiene regulations.

Regular training sessions are available for volunteers, but you should make sure you are aware with the basic standard below:

- **Keep yourself clean and wear clean clothing** (aprons provided)
- **Always wash your hands thorough before handling food**, after using the toilet, handling raw foods or waste, before starting work, after every break, after blowing your nose.
- Tell the Centre Manager before commencing work, of any skin, nose, throat, stomach or bowel trouble or infected wound. You are breaking the law if you do not.
- Ensure cuts and sores are covered with a waterproof, high visibility dressing.
- Avoid unnecessary handling of food.
- **Do not smoke, eat, or drink, in a food room** (kitchen or behind the counter in the servery), and never cough or sneeze over food.
- Keep perishable food either piping hot or refrigerated.
- Keep preparation of raw and cooked food strictly separate.
- When reheating food, ensure it gets piping hot.
- **Clean as you go. Keep all equipment and surfaces clean.**
- Follow any food safety instructions either on good packaging or from the centre manager.



Dogs

Dogs and other pets are not permitted in any areas where food is served or prepared. Ideally they should be left outside, but if it's raining, or the owner isn't happy, they can be left in the porch area. Exceptions can be made for guide dogs, but they should normally remain on the floor away from tables, and the tables should be thoroughly cleaned after they leave.

Health & Safety at work



As a volunteer you are part of the staff team of the Christian Centre. Your health, safety, and welfare at work are protected by law. The centre has a duty to protect you and keep you informed about health and safety. You have a responsibility to look after yourself and others. If there is a problem, discuss it with the Centre Manager. The full notice is displayed on the outside of the cupboard in the corridor. Further information is kept in the Managers' office.



First Aid

There are first aid kits in both the Kitchen and the servery area. First aid training will be made available to volunteers periodically. If you are aware of any injuries or accidents occurring in the building, you should make sure the managers are aware, and that they are recorded in the accident book.



Fire Safety

You should make sure you know where the fire exits are in the building (Front door, side door outside the offices, and back door at the back of the small hall).

As part of the staff team at the Centre, **it is your responsibility to make sure that the Fire Exits are kept clear.**

In the event of a fire, or fire alarm, your responsibilities are:

- **to help with the calm evacuation of the building**, (directing people towards the grass outside the side entrance of the Church) and;
- **to make sure the Fire Brigade have been called.**

People will look to you for guidance, and leadership. **It is important that you act confidently and calmly, and encourage evacuation.**

There are fire blankets in both kitchen areas, and fire extinguishers by the fire exits and at the bottom of the stairs. You should only use these if it not otherwise possible to evacuate the building. If possible close doors behind you. Do not try to take possessions with you. Do not return to the building until you are told it is safe to do so by the Fire Brigade



Bookstall

The Bookstall was introduced in January 2009, in response to the need expressed by Dorking Churches Together for a place to buy Christian Cards and Gifts. It is an important part of the service we offer churches, and we are keen to develop it. All prices should be clearly marked on individual items. Please talk to customers and find out if they've been able to find what they're looking for.

Customers can make orders by following links on our website or calling the Horsham store, and requesting delivery to Dorking.

Crown Books in Horsham 01403 218821

Special requests can also be considered (eg if they want a card for a particular occasions), take details of name, number, and request and pass to Clair.

Payment by Cheque can be accepted for books. Please make sure they're properly completed and made to **St. Martin's Methodist Church**. Customers who buy books might want a receipt. You can write a receipt using the book in the cash drawer of the till.



Using the Till

You will be given instructions on how to use the till by the Centre manager, and a copy of the till instructions is displayed by the till. This note is just a reminder.

For mistakes please press CL to clear the display screen, and then open cash drawer by pressing TL/AT/NS to serve the customer. You must inform the Centre Manager if you open cash drawer in this way as it will display a discrepancy on the printed till roll. The main thing is to record whether the sale is 'books' (all items from the bookstall) or 'food' (all items sold from the servery counter).

Step 1: Enter Amount (for £3.50 enter 350)

Step 2: Enter type of item (food or books)

Repeat Steps 1 and 2 until all items are entered.

Step 3: Press Sub Total (#/ST) to display amount to be paid. Enter amount of cash given to you. Press Total (TL/AT/NS) cash drawer will open, and display change to be given.

There should usually be two volunteers on each shift, so one person can take orders and do the till, and the other handle food. **You should make sure you wash your hands before preparing food, and take particular care to wash hands between handling money and handling food.**

Café

Dorking Christian Centre

Welcome! Our aim is to give all our customers a friendly, warm welcome, & excellent service. Our Cafe and Kitchen are staffed by volunteers; any profits made are reinvested into the work of this community centre.

~ Hot Drinks ~

Tea	Mug 60p
	Cup 50p
	Pot 75p
Coffee	Mug 60p
	Cup 60p
	Filter £1

~ Cold Drinks ~

Cans	60p
Milk	50p
Squash	30p
Fruit Juice	50p (Carton)
Water	70p (Bottle)

~ Light Bites ~

Toast	35p (slice)
Jam	10p (pat)
Sausage Roll	40p

~ Selection of Cakes, Snacks & Chocolate, as marked ~

~ Toasted Sandwiches ~

Ham & Cheese	£2.50
Tuna Mayo & Cheese	£2.50
Cheese & Tomato	£2.20
Cheese	£2.00

~

Side Salad	+ 50p
Coleslaw	+ 50p
Mayonnaise	+ 20p
Pickle	+ 20p

~ Lunch Menu ~

Home Cooked Lunches served from 12.15 until 13.45
Mon~Fri. Main Meal £3.50,
Jackets £2.50, Pudding £1.
New Menu Daily.

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Working in the Kitchen

First time cooks will be given full tour of the kitchen, including the 'larder' (items that don't need to be purchased on a daily basis). The Centre Manager can advise on suitable, popular, menus.



The 'cook' is responsible for preparing the menu, in consultation with the Centre Managers, purchasing the ingredients, cooking the meal, and presenting it to the servery for service at 12.15.

In addition the cook should check whether bread and / or milk need to be purchased for the cafe, and include in the daily shop.

The menu should normally comprise:

Main meal, Vegetarian Option, Jacket Potatoes, Side Salad, 'Lighter' option (normally soup in Winter and Ploughmans in Summer), and Pudding.

The Centre Manager will advise on the quantity of food needed, and the budget available. The manager will ask for the menu by 11am to print for the Cafe, and check and record the temperature of food before it leaves the Kitchen to be served.

After the meal is served the Cook is responsible for: Tidying the Kitchen, Washing up and Cleaning surfaces.

If you work a lunch shift you are entitled to a free lunch at the end of your shift, this should not be consumed in the food preparation area.

Café

Dorking Christian Centre

‘Morning Coffee’

Shift time 09.45 until 12 noon.
Try to arrive at 09.45 to help set up before the 10am opening.

Many of the opening tasks will have already been done by the managers, but you should make sure that:

- The urn is on, and the coffee machine is on;
- The snack and chocolate stands are full and tidy; (supplies in the hall cupboard; ask the manager to open for you if you need it)
- There is cake out, and properly covered;
- Tables are clean, and if there are flowers that they have water in the vases;
- That there is bread, milk and other supplies in the fridge; drawing the attention of the cook to anything that is needed.

As part of your shift you should prepare for the lunch shift by making sure that:

- Knives and forks are prepared, wrapped in serviettes in the basket;
- Plates are warming in the oven; and the Hot Plate is on; and
- Serving utensils are available.

If you complete a Morning Coffee shift you are entitled to one free drink, and one free snack item (piece of cake / chocolate bar / sausage roll / piece of toast). This should not be consumed behind the servery counter.

Lunch time

Shift time 12noon until 14.15. Arrive at 12 noon to take over from the morning volunteers, just before the lunch is served. You should make sure that:

- Plates are warming in the oven and the Hot Plate is on; and
- Serving utensils are available.

At the end of the shift you should make sure that:

- The tables and surfaces in the servery are clean;
- Any food that is to be kept is packed, covered, and labelled with the date, and then either frozen or put in the fridge as appropriate;
- Dirty plates etc have been washed and put away (the managers can show you how to use dishwasher); and
- Dirty tea towels and aprons are put in for washing, and 'J' Cloths thrown away.

If you work the lunch shift, you are entitled to a free lunch. This should be eaten during a quiet part of the shift, and not be consumed behind the servery counter.

Dishwasher

The Centre Managers will give instruction on the use of the dishwasher. Items should be rinsed before they go in the dishwasher, and the dishwasher should be cleaned out at the end of each day.

Cleaning

Volunteers are asked to 'clean as they go', using the anti-bacterial spray on surfaces, and cleaning and spills onto the floor. The Centre has contract cleaners that come in each day to clean floors and sinks. However there are other tasks, such as the weekly cleaning of the fridges, that may be assigned to volunteers by the managers.



Other opportunities to Volunteer



The Cafe and Kitchen volunteers are the most visible in the Centre, but there are many others who help us, and to whom we are very grateful. For example volunteers keep the garden area tidy, carry out odd

jobs, and undertake some admin tasks. If you have hidden talents that you'd like to share, we always welcome offers of help!

Contact Numbers



Christian Centre

Managers Office

01306 886830

Clergy Contacts

Rev. Val Ogden (Methodist Minister)

01306 882967

Rev. Richard Cattley (Vicar)

01306 882875

Rev. Miranda Hayes (Curate)

01306 882065

Local Police 0845 125 2222 Ext. 30370 **emergency dial 999**

Homeless Services

Pitstop Day Centre offer services for the 'homeless, unemployed, and socially isolated'. Based at the football club in Leatherhead they provide free lunch time meal, and advice services. Open for drop-in. The Night Hostel (also in Leatherhead) is for single homeless people in need of emergency accommodation, we can make referrals from Dorking. The Day Centre number is **01372 363003**, and the night hostel number is **01372 376508**

Citizens Advice

Tel: 01306 876805 Advice Line

Tel: 01306 876806 - Appointments Only

This edition of Information for volunteers compiled January 2010 updates and Corrections to the Managers' Office. Thank you.

Training Record

Please complete and return to the Managers Office

I have read the Dorking Christian Centre Volunteer Booklet. Specifically I have understood:

- What is required of me in the volunteering that I am doing, and that the Centre Managers will act as my supervisor and support;
- Where the fire exits are, and what my duties in case of fire or fire drill are;
- My duties under the Health and Safety at Work Act to keep myself and others safe, and to report and concerns to the Centre Manager;
- Health and Hygiene requirements that apply to the work that I do; and
- Where the first aid kit is kept, and the need to report all incidents to the Centre Manager.

Signed _____

Print Name _____

Date _____