

# Alsager Community Support

## Information for New Volunteers

### Background

Alsager Community Support was founded in January 2015 and is a project of Alsager Community Church. The centre was built on existing church land, with the aid of a grant from the National Lottery and was furnished with donations from the former Co-op bank and store. The Centre is managed by Liz Pinkney, who is a volunteer, with help from our part-time paid Assistant Manager, Rachel White, and a newly formed management team. The centre is open each weekday morning, staffed by two volunteers. Some of our work is undertaken by phone or email, particularly our Driving and Befriending Schemes administered by our part-time paid Volunteer Co-ordinator Steph Poole. We work closely with volunteers from Alsager Foodbank, which is a separate project of the church, operating from the rear of our building.

The aim of Alsager Community Support is to provide a wide range of services to help people locally in Alsager, without their needing to travel to other towns. Trained and experienced volunteers at our centre offer a friendly listening ear to anyone, whatever their situation, in strict confidence. We are flexible in our approach and are always seeking to meet the needs of our community. Please refer to our latest leaflet to read about all the services we offer.

### Volunteer roles

**Information Volunteers** work in the centre each weekday morning, on a rota basis, usually once a week from 9.15 to 12.30. They are trained to deal with a wide range of enquiries and signpost people to other agencies where necessary. Some volunteers have experience in specialist areas, and are able to deal with benefits, housing advice, completing forms etc. Good IT and research skills are useful.

**Reception Volunteers** greet visitors and help with basic enquiries only, providing support for Information Volunteers. They deal with lost property, school uniform and leaflet requests, make refreshments, and chat to visitors who are waiting to be seen. Times 9.30 – 12.30 one shift per week or fortnight.

**Helping Hands Volunteers** are on call to make an occasional visit to a vulnerable person in their home to help with minor tasks which would not normally require a tradesman. Times can vary to suit yourself and the client.

**Befriending Volunteers** help isolated, lonely or vulnerable people, by phoning and/or visiting them on a regular basis. Some also help with shopping, collecting prescriptions etc. Times can vary to suit yourself and the client.

**Drivers** use their own cars to take older or vulnerable people to medical appointments (times of which can vary – you can choose when to respond to a request) and to Alsager lunch club on Tuesdays and Thursdays between 11.15 and 13.15 – drivers usually do 2 hours once every 2 weeks. Expenses paid.

**Uniform Volunteers** help to sort and display donated school uniform at our Centre, and deal with uniform requests. Minimum 2 hours per week. Extra volunteers particularly needed during the summer months.

**Project Co-ordinator Volunteers** help us to organise specific projects. We currently need someone to oversee our Lost Property and School Uniform schemes. High level organisational skills and good IT skills are required, plus use of social media for keeping track of lost property requests. Time flexible, min 2 hours per week.

### Support for Volunteers

If at any time you need to talk to someone about anything you have seen or heard from clients which troubles you, please contact either Steph, Rachel, Liz, David or Nessie.

Staff meetings and training sessions are held on a regular basis, where any matter can be freely discussed. We aim to serve with excellence, so ideas for improvement are always welcome.

### Policies

All volunteers are required to abide by our Confidentiality, Lone Working and Safeguarding policies, copies of which are available on request.

### Contact Information

Support Centre & Helpline: 01270 876605

Postal address: 5A Lawton Road, Alsager ST7 2AA

Website: [www.alsagercommunitysupport.org.uk](http://www.alsagercommunitysupport.org.uk)

Manager: Liz Pinkney 07741 408520 [liz@alsagercommunitysupport.org.uk](mailto:liz@alsagercommunitysupport.org.uk)

Assistant Manager: Rachel White 07766 586740 [rachel@alsagercommunitysupport.org.uk](mailto:rachel@alsagercommunitysupport.org.uk)

Volunteer Coordinator: Steph Poole 07707 237962 [steph@alsagercommunitysupport.org.uk](mailto:steph@alsagercommunitysupport.org.uk)

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