



WCFD

DOSBARTHU BWYD CYMUNEDOL CYMRU
WALES COMMUNITY FOOD DISTRIBUTION

SUPPORTING COMMUNITIES TO SET UP FOOD HUBS

VOLUNTEER INDUCTION HANDBOOK

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WEBSITE

WWW.COMMUNITYFOOD.WALES



PLANED



Cronfa Amaethyddol Ewrop ar
gyfer Datblygu Gwledig
Ewrop yn Suddodi mewn Ardaloedd Gwledig
European Agricultural Fund for
Rural Development
Europe Investing in Rural Areas



Llywodraeth Cymru
Welsh Government



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FOREWORD AND WELCOME

COMMUNITY FOOD HUBS
OPEN HERE TODAY

THERE ARE MANY BENEFITS TO BECOMING A FOOD HUB VOLUNTEER, INCLUDING:

- Volunteering in your local community
- Making new community connections
- Developing and learning new skills
- Training Opportunities
- Being part of a wider project and network with regional food hubs

You're also supplied with aprons and t-shirts to wear if you choose and there's no travel involved with the role.

BACKGROUND

This project has received funding through the Welsh Government Rural Communities – Rural Development Programme 2014-2020, which is funded by the European Agricultural Fund for Rural Development and the Welsh Government.

PLANED's Wales Community Food Distribution project (WCFD) were delighted to support the launch of volunteer run community food hubs to increase access to fresh and great value food.

The team have created this handbook to guide you through the process of becoming a Community Food Hub Volunteer.

“ THANK YOU FOR BECOMING A COMMUNITY FOOD HUB VOLUNTEER! ”

IMPORTANT INFORMATION

**You get to keep this handbook for future reference.
Please fill in this section before your first day.**

My Name:

Name of my Food Hub:

My Role:

My Start date:

My shift/rota details:

How I record my hours?

Address and contact details for your Community Food Hub:

Name and contact information for your Supervisor:

Important dates and details:

What to do if you cannot attend a shift?



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THE INDUCTION PROCESS

On successful application you will be invited to begin the induction process to become a volunteer for your Community Food Hub. The purpose of the induction process is to support you to transition into your new role and to help you understand the way the food hub functions.

**STEP
1**

You will meet your Supervisor and have a tour of the venue and facilities. They will provide and explain this handbook to ensure understanding of your role and duties. Using this handbook and accompanying resources provided by your supervisor you are expected to read relevant policies and health and safety information. See page 13.

**STEP
2**

You will be asked to shadow on a food hub day where you will meet your team and learn about your role. Your Supervisor or another volunteer will demonstrate and explain your role to you. You will also be shown how to record your hours and introduced to the volunteer rota and select the days you can volunteer.

**STEP
3**

You may be asked to complete some free training before your first day, such as Food Hygiene or First Aid training.

**STEP
4**

Your first day! You will still be with another volunteer as you settle in and get used to the role. You can ask any questions and you may want to check in with your Supervisor after.

NOW YOU'RE ALL SET AND PART OF THE ROLLING MONTHLY VOLUNTEER ROTA!



ABOUT YOUR COMMUNITY FOOD HUB

**You get to keep this handbook for future reference.
Please fill in this section before your first day.**

When is your hub open to customers?

What food does your food hub sell?

Who supplies the food to your food hub?

How do people find out about your hub?

Who do I pass on enquiries and feedback from customers to?

Notes/things to remember:



VOLUNTEER ROLE DESCRIPTIONS

Community Food Hub Volunteer Role Description (1/2)

As part of the Wales Community Food Distribution pilot programme, community food hubs are a great way to connect people to where food comes from. The project facilitates volunteers to link with food producers and suppliers to have easy access to healthy and great value food.

TITLE

Community Food Hub Volunteer - Lead Volunteer

PURPOSE

To oversee the weekly food hub and supervise the volunteer team

SUGGESTED ACTIVITIES

As the lead volunteer you will:

- Facilitate enquiries to the food hub
- Oversee the volunteer recruitment and rolling rota
- Oversee the promotion and marketing of the food hub in the community
- Liaise with venue, supplier(s) and the WCFD team
- Organise customer orders in compliance with GDPR
- Supervise the Customer Assistant Volunteers

You can ask the Customer Assistant Volunteers to carry out some of the above tasks such as responding to enquiries and liaising with the WCFD team.

TIME SCALE

On a rota basis, we hope you will be able to contribute a minimum of 3 hours per calendar month.

SITE/LOCATION

At your Community Food Hub



Community Food Hub Volunteer Role Description (1/2) Continued

SUPERVISION

A member of the Community Food Hub Team is your Supervisor.

QUALITIES

As Lead Volunteer you will need to be confident in overseeing the volunteer rota and in placing orders.

All Food hub volunteers will require skills in communication and customer service and be polite and courteous at all times.

BENEFITS

There are many benefits to becoming a food hub volunteer, including:

- Volunteering in your local community
- Making new community connections
- Develop skills
- Training Opportunities
- Be part of a wider project and network with regional food hubs

You're also supplied with aprons and t-shirts to wear if you choose and there's no travel involved with the role.

RISKS

See risk assessment and relevant policies. See page 13 of the Induction Handbook.



VOLUNTEER ROLE DESCRIPTIONS

Community Food Hub Volunteer Role Description (2/2)

As part of the Wales Community Food Distribution pilot programme, community food hubs are a great way to connect people to where food comes from. The project facilitates volunteers to link with food producers and suppliers to have easy access to healthy and great value food.

TITLE

Community Food Hub Volunteer - Customer Assistant

PURPOSE

To facilitate the weekly food hub

SUGGESTED ACTIVITIES

On a weekly basis, you will:

- Receive delivery from the supplier and prepare the customer orders
- Open the food hub, serve customers and take their orders
- Tidy up, clean and close the hub.
- Support your Lead Volunteer with the weekly orders and admin duties

TIME SCALE

On a rota basis, we hope you will be able to contribute a minimum of 3 hours per calendar month or for one hub session per month.

SITE/LOCATION

At your Community Food Hub



Community Food Hub Volunteer Role Description (2/2) Continued

SUPERVISION

Your Lead Volunteer is responsible for your supervision and is your main contact person. They will:

- Facilitate enquiries to the food hub
- Oversee the volunteer recruitment and rolling rota
- Oversee the promotion and marketing of the food hub in the community
- Liaise with venue, supplier(s) and the WCFD team
- Support you to comply with GDPR regulations
- Oversee the weekly finances

QUALITIES

All Food hub volunteers will require skills in communication and customer service and be polite and courteous at all times.

BENEFITS

There are many benefits to becoming a food hub volunteer, including:

- Volunteering in your local community
- Making new community connections
- Develop skills
- Training Opportunities
- Be part of a wider project and network with regional food hubs

You're also supplied with aprons and t-shirts to wear if you choose and there's no travel involved with the role.

RISKS

See risk assessment and relevant policies. See page 13 of the Induction Handbook.

TRAINING AND DEVELOPMENT OPPORTUNITIES

Resources from the WCFD team
<https://www.communityfood.wales/>

Free resources from the Third Sector Support Wales Knowledge Hub
<https://thirdsectorsupport.wales/>

Visit your local voluntary society for more information:

Ceredigion is CAVO
<https://www.cavo.org.uk/>

Carmarthenshire is CAVS
<https://cavs.org.uk/>

Pembrokeshire is PAVS
<https://www.pavs.org.uk/>

Improve your Welsh language skills with Learn Welsh:
<https://learnwelsh.cymru/>



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VOLUNTEER POLICIES AND PROCEDURES

During your induction process your Supervisor will provide access to all relevant policies and procedures, they will explain and discuss these with you but you are expected to read all materials and bring any questions to your Supervisor before your first day.

Policies, procedures and guidelines that you need to be aware of and have access to includes:

- Your Role Description
- Volunteer Hours Recording Sheet
- Volunteer Monthly Rota and access to the updates
- Volunteering Policy
- Equal Opportunities Policy
- Complaints Policy
- Data Protection Policy
- Code of Conduct Policy
- Welsh Language Guidance
- Safeguarding Policy
- Risk Assessments
- Taking part in 'Supervisions'
- Branding and Publicity Guidelines



INDUCTION CHECKLIST

Please fill in this section before your first day. If something is missing, we suggest that you contact your Supervisor to ensure you complete the induction before your first day.

Induction Checklist	Tick and date when complete	Notes
Have you met your Supervisor and made a note of their contact details?		
Have you been given a tour of the venue and facilities?		
Have you received your induction handbook and been given access to the policies and procedures?		
Have you been able to shadow other volunteers and learn about your role?		
Have you had the opportunity to ask your Supervisor questions after your shadowing shift?		
Do you understand the induction process and your role as a Community Food Hub Volunteer?		
Did you complete the step 3 training?		
Do you feel confident serving customers and talking about the way the food hub works?		
Have you completed this handbook?		
Do you have a Supervision booked in with your supervisor?		



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FREQUENTLY ASKED QUESTIONS

HOW DO I KNOW WHO MY SUPERVISOR IS?

If you are a Customer Assistant then a Lead Volunteer is your Supervisor. If you are a Lead Volunteer, then the food hub will let you know during the recruitment process who your Supervisor is.

WHAT DO I BRING TO MY FIRST DAY?

You can speak to the other volunteers on the day you are shadowing to find out what they bring with them.

DO I WEAR A UNIFORM?

WCFD have provided the hubs with t-shirts and aprons. Speak to your Supervisor about what to wear.

DO VOLUNTEERS GET TIME OFF FOR HOLIDAYS?

Yes, you are entitled to time off and whatever time you can give is valued and appreciated. We suggest you talk to your Supervisor about when you're available to volunteer but try and give them warning of shifts you can't do so they can find other volunteers to cover.

HOW LONG WILL I VOLUNTEER IN THIS ROLE?

It's up to you. We suggest you talk to your Supervisor in your first meeting about how long you can commit to the role. We do suggest that you volunteer in the role for at least 6 months as it takes time and resources to induct new volunteers.





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HOW DO I SWAP SHIFTS OR CHANGE THE WAY I VOLUNTEER?

Speak to your Supervisor. Perhaps you and your fellow volunteers use a group chat to communicate.

CAN I VOLUNTEER IN OTHER COMMUNITY FOOD HUBS

Yes, that would be great if they have vacancies. You may need to complete a brief induction with the new hub though as they may function a bit differently.

HOW DO I DEVELOP MY SKILLS FURTHER?

People volunteer for different reasons and doing it to develop and learn new skills is a common reason. Have a look at page 12.

I HAVE IDEAS FOR WAYS TO IMPROVE THE FOOD HUB. WHO DO I TELL?

That's great! Bring them to your Supervisor and they may ask you to do some more research or test something out.

WHAT TO DO IF I WANT TO LEAVE MY VOLUNTEER ROLE?

Don't worry, if you can, try and give your Supervisor notice so they can find other volunteers. If you have to leave because your personal circumstances have changed then perhaps you can make some changes instead of leaving or take some time away from the role.



FURTHER READING AND USEFUL DETAILS

**More information and links to the other hubs
on the Wales Community Food Distribution
Project:**

<https://www.communityfood.wales/>

**Useful learning resources from Tyfu Cymru:
<https://www.tyfucymru.co.uk/home/knowledge-hub/>**

**Useful toolkit available from West
Glamorgan Regional Partnership:
<https://www.westglamorgan.org.uk/wgvs/>**

**“ WE HOPE YOU ENJOY YOUR TIME AS
COMMUNITY FOOD HUB VOLUNTEER!
THANK YOU FOR YOUR SUPPORT! ”**