

VOLUNTEER HANDBOOK

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Welcome to SCT

Welcome to SCT, and thank you for choosing to volunteer with us.
Our volunteers are an important part of SCT and the work we do. By giving your time, skills and experience, you are helping our charity shops succeed and contributing to SCT's wider mission.
SCT supports people affected by complex drug and alcohol addictions to make lasting changes in their lives. Our shops help generate vital income to support this work while also providing welcoming spaces within their local communities.
We want your time volunteering with SCT to be positive, safe and rewarding. You will receive an induction, appropriate training and ongoing support to help you feel confident in your role. SCT is committed to creating an inclusive volunteering environment that promotes dignity, respect, equality, recovery, wellbeing and opportunity.

"ITS COOL TO SEE LITTLE TIPS AND TICKS RELATED TO WORKING WITH WOOD AND USING TOOLS."

CALLUM

OUR MISSION is to enable people with complex drug and alcohol addictions to achieve lasting recovery and a more fulfilling life.

OUR VISION is a society where anyone with complex drug or alcohol addictions can transform their life.

OUR PRINCIPLES guide the way we work and the way we treat one another.

The Difference You Make
Volunteers bring skills, experience, enthusiasm and lived experience that enrich SCT's work and strengthen our connection with the wider community.
As a Retail Volunteer, your contribution helps our shops operate successfully and supports SCT's wider work. Whatever time you are able to give, your contribution is valued.

Your Shop & Key Contacts

Keep this page handy. These are the people you can contact if you have a question, need support or are unsure about something.

Your Shop:

Address:

Telephone:

Your Shop Management Team
Your Dual Site Manager and Assistant Manager are your first points of contact for day-to-day matters relating to your volunteering, including your agreed days and hours, duties, training, support, absence or anything you are unsure about in the shop.

Dual Site Manager:

Telephone:

Email:

Assistant Manager:

Telephone:

Email:

Central Office – Volunteer Administration - Dorota Kosko
Dorota is your first point of contact at Central Office for general volunteer administration and queries. She supports the Retail team with volunteer documentation and forms and carries out shop checks to help ensure volunteer records and requirements are kept up to date.
Email: dorota.kosko@sct.org.uk
Telephone: 0207 613 5588 ext. 681
Mobile: 07732 691012
Monday–Thursday, 8:30am–4:30pm

Director of Retail - Leah Johnson
Leah oversees SCT's Retail operations and can be contacted for matters relating to the wider Retail team or where an issue needs to be escalated beyond your shop management team.
Mobile: 07523 804323
Working hours: Monday–Friday, 9:00am–5:00pm

Human Resources- Aziza Hewitt
HR can provide advice and support regarding your volunteering arrangements, SCT policies and procedures, or if you have a concern that you do not feel able to raise with your shop management team, Dorota or the Retail team.
Telephone: 0207 613 5677 ext 681
Mobile: 07592 590517
Working hours: Tuesday, Wednesday & Friday, 9:00am–4:45pm

Your Role as an SCT Retail Volunteer

As a Retail Volunteer, you are an important member of the shop team. Your contribution helps our shops provide a positive experience for customers and generate income to support SCT's charitable work.

Your individual duties will depend on your volunteer role, your skills and experience, the needs of the shop and any training you have completed. You will be provided with a Volunteer Role Description explaining the purpose of your role and the activities you may undertake.

Where possible, SCT will seek to match volunteering opportunities with your skills, experience and interests.

You should only undertake activities that fall within your agreed role and that you have been appropriately trained or shown how to carry out. If you are ever unsure, ask your Dual Site Manager or Assistant Manager before continuing. SCT's Volunteering Policy specifically requires volunteers not to undertake activities outside the scope of their role or training.

Your Volunteer Status

Volunteering with SCT is a voluntary arrangement and does not create a contract of employment. Volunteers complement the work of our paid staff and do not replace them.

While volunteering with SCT, you are covered by relevant organisational insurance when carrying out authorised volunteering activities, subject to the terms and conditions of those policies.

As part of your role, you will be expected to:

- Carry out the agreed duties of your volunteer role to the best of your ability.
- Follow instructions and guidance provided by your manager and other authorised members of staff.
- Read, understand and adhere to SCT policies, procedures and guidance relevant to your volunteer role.
- Follow all health and safety, safeguarding, security and shop procedures.
- Treat customers, staff, fellow volunteers and everyone you encounter through SCT with dignity, courtesy and respect.
- Maintain appropriate confidentiality and protect personal or sensitive information you may encounter while volunteering.
- Let your manager know if you are unsure about a task or require additional guidance, training or support.
- Let your manager know as soon as possible if you are unable to attend an agreed volunteering session.
- Take reasonable care of SCT's premises, equipment, stock and other property.
- Remember that when volunteering with us, you are representing SCT and should behave in a way that reflects our values.

What You Can Expect From Us

We want you to feel welcomed, supported and valued throughout your time with SCT.

As an SCT volunteer, you can expect us to:

- Provide a safe and welcoming environment.
- Clearly explain your volunteer role and what is expected of you.
- Provide an appropriate induction, training and guidance.
- Give you designated points of contact for support and communication.
- Treat you fairly, consistently, with dignity and respect.
- Promote equality, diversity and inclusion.
- Provide appropriate supervision and support.
- Keep you informed about matters relevant to your role.
- Give you opportunities to ask questions, provide feedback and raise concerns.
- Take concerns and complaints seriously.
- Recognise and value the contribution you make.
- Consider reasonable adjustments and additional support where appropriate.
- Provide opportunities to develop your skills and experience where appropriate.

These commitments reflect SCT's current Volunteering Policy, including its commitments to support, supervision, communication, feedback and development.

"THE STAFF AT SCT ARE REALLY KIND. THEY ARE ABLE TO GIVE GREAT CUSTOMER SERVICE AND SUPPORT THE VOLUNTEERS WHEN NEEDED."

KAYLEIGH

What We Ask From You

A positive and safe volunteering environment depends on everyone playing their part.
While volunteering with SCT, we ask you to:

- Act in accordance with SCT's mission, principles, policies and procedures.
- Treat customers, service users, staff, fellow volunteers and members of the public with dignity and respect.
- Carry out your agreed role responsibly and safely.
- Follow reasonable instructions from your manager or another authorised member of staff.
- Read, understand and adhere to the SCT policies and procedures relevant to your role.
- Maintain appropriate professional boundaries.
- Protect confidential and personal information.
- Follow health and safety requirements and use equipment safely.
- Report hazards, accidents and near misses promptly.
- Report safeguarding concerns immediately.
- Attend your agreed volunteering sessions or provide reasonable notice if you are unable to attend.
- Take appropriate care of SCT's stock, equipment, premises and other resources.
- Complete required induction and training.
- Ask for help or guidance if you are unsure about something.
- Represent SCT positively while carrying out your volunteer role.

These expectations reflect the responsibilities set out for all SCT volunteers in the current Volunteering Policy.

"THE STAFF AT SCT ARE HELPFUL, SUPPORTIVE AND GENUINELY OUTSTANDING!"

STEVEN

Getting Started -Your Induction

When you start volunteering with SCT, you will complete an induction with an appropriate member of the Retail team.
Your induction is there to make sure you understand your role, know your way around the shop and have the information and training you need to volunteer safely and confidently.

Your induction will include:

- SCT's mission, principles and the work we do.
- An introduction to your shop and the Retail team.
- Your Volunteer Role Description and responsibilities.
- A tour of the shop, staff areas and facilities.
- Your agreed volunteering arrangements and who to contact if you cannot attend.
- Your supervision and support arrangements.
- Health and safety and any significant hazards within the shop.
- Fire exits, evacuation arrangements and emergency procedures.
- First aid arrangements and the location of first aid equipment.
- Accident, incident and near-miss reporting.
- Safe use of equipment relevant to your role, including till training where applicable.
- Safeguarding responsibilities and how to report a concern.
- Professional boundaries and appropriate conduct.
- Equality, diversity, dignity and respect.
- Confidentiality and data protection.
- Modern slavery awareness and how to report concerns.
- Shop security and personal safety.
- Volunteer expenses and how these can be claimed.
- SCT policies and procedures relevant to your role.
- Any additional training required for the activities you undertake.

This also lines up with SCT's existing induction checklist, which covers the shop/project introduction, H&S, fire and emergencies, first aid, accidents/incidents, facilities, supervision, equipment/till training, role responsibilities, expenses, training and policies.
Your Induction Checklist
You and your manager will complete a Volunteer Induction Checklist to record the information, guidance and training covered during your induction.
You may also need to complete additional training during your time with SCT where this is relevant to your role.
If you have not been shown how to complete a task, do not feel confident carrying it out, or are unsure whether it falls within your volunteer role, please ask before continuing.

Your Volunteering Arrangements

We understand that people volunteer alongside other commitments. Your volunteering days and hours will be agreed with your shop management team.

We ask that you attend the volunteering sessions you have agreed wherever possible. If you are unable to attend, please let your Dual Site Manager or Assistant Manager know as soon as reasonably possible so that the shop is aware.

SCT's Volunteering Policy expects volunteers to attend agreed shifts or provide reasonable notice when they are unable to attend.

Changes to Your Availability

We understand that circumstances can change. If you need to change your regular volunteering days or hours, need to take a break from volunteering, or can no longer continue with your current arrangement, please speak to your shop management team.
We will discuss what is possible and, where appropriate, whether another volunteering arrangement may be more suitable.

Breaks

Your manager will explain the break arrangements for your shop as part of your induction. The existing SCT induction checklist specifically includes lunch and smoking breaks and the facilities available to volunteers.

Support and Supervision

You will have designated points of contact throughout your time volunteering with SCT. We encourage you to speak to them if you need guidance, have a concern, are experiencing difficulties or need additional support.
SCT aims to provide appropriate support and guidance, regular communication, access to supervision where required and opportunities for volunteers to provide feedback and raise concerns.

Working Safely in Our Shops

Everyone has a role to play in keeping our shops safe.

SCT is committed to providing a safe environment for volunteers. While volunteering, you must take reasonable care of your own health and safety and that of others who may be affected by what you do. You must follow health and safety procedures, use equipment safely and report hazards, accidents and near misses.

In the Shop, you should:

- Follow the health and safety instructions provided during your induction and any additional training.
- Only use equipment that you have been shown how to use safely.
- Keep walkways, exits and working areas clear.
- Report damaged equipment, spillages, trip hazards or other safety concerns promptly.
- Use safe manual-handling techniques and ask for assistance with items you cannot safely move yourself.
- Never undertake a task that you believe is unsafe or that you have not been trained to carry out.
- Report all accidents, incidents and near misses to a member of staff.

Your induction will include the location of first aid equipment, accident reporting arrangements, significant hazards and relevant equipment training.

Fire & Emergencies

During your induction, you will be shown:

- Fire exits and escape routes.
- The shop's fire assembly point.
- What to do if the fire alarm sounds.
- Relevant emergency procedures.
- First aid arrangements and the location of first aid equipment.

If an emergency occurs, follow the instructions of the responsible member of staff and never put yourself or anyone else at unnecessary risk.

Conduct, Professional Boundaries & Working Together

We want SCT shops to be welcoming, respectful and safe places for everyone.

While volunteering with SCT, you are expected to behave appropriately towards customers, service users, colleagues, other volunteers and members of the public and to follow SCT's Code of Conduct and other relevant policies.

Professional Boundaries

Maintaining appropriate boundaries protects you as well as the people you interact with through SCT.

Volunteers must not:

- Develop inappropriate personal, financial or dependent relationships with service users, staff or other volunteers.
- Give or receive significant gifts, loans or money.
- Exchange personal contact details unless specifically authorised.
- Use their volunteer role for personal benefit.

If you are unsure whether something is appropriate or are concerned that a boundary may have been crossed, speak to a member of staff immediately. These requirements are expressly set out in SCT's Volunteering Policy.

SCT Property & Resources

Please treat SCT's premises, stock, donations, equipment and other resources with care.
SCT equipment, systems and resources should only be used for approved purposes connected with your volunteer role. Volunteers are expected to use resources responsibly, protect organisational assets and return SCT property when requested or when volunteering ends.

"THE TEAM VALUE ME AND THEY TELL ME THIS"

JUSTINE

Equality, Diversity, Dignity & Respect

SCT is committed to creating an inclusive environment in which everyone is treated fairly, with dignity and respect.

We welcome volunteers from different backgrounds and want our volunteering opportunities to be accessible and inclusive. Reasonable adjustments will be considered where possible to support volunteers in carrying out their roles.

Bullying, Harassment & Discrimination

Bullying, harassment and discrimination are not acceptable at SCT.

This applies to the way we treat:

- Other volunteers.
- Staff.
- Customers.
- Service users.
- Visitors and members of the public.

It also applies to how others treat you.

If you experience or witness behaviour that you believe is discriminatory, bullying, harassment or otherwise inappropriate, please raise it with your Dual Site Manager or Assistant Manager.

If you do not feel comfortable raising the matter with your shop management team, you can contact Dorota, Leah or HR using the details at the front of this handbook.

"I WOULD DESCRIBE THE STAFF AT SCT AS FRIENDLY, KIND AND COMMITTED."

MUSTAFA

Safeguarding

Safeguarding is everyone's responsibility.
Because of the nature of SCT's work, volunteers may come into contact with people who are vulnerable or become aware of information that causes concern.

All volunteers must complete safeguarding training as required, understand and follow SCT's safeguarding procedures and report safeguarding concerns immediately. Volunteers must not undertake activities outside the scope of their role or training.

If You Have a Safeguarding Concern
If you see, hear or are told something that makes you concerned about someone's safety or wellbeing:
Report it immediately to an appropriate member of SCT staff and follow SCT's Safeguarding Policy and reporting procedure.

You should:

- Listen and take the concern seriously.
- Remain calm.
- Report the concern promptly.
- Record information accurately where you are asked to do so.
- Keep the information confidential and only share it with those who need to know.

You should not investigate the concern yourself or attempt to determine whether an allegation is true.

If somebody tells you something concerning, do not promise to keep it secret. Explain that you may need to share the information with the appropriate person at SCT so that they can help keep people safe.

Your manager will explain SCT's safeguarding reporting arrangements during your induction.
If in doubt, report it.

It is not your responsibility to decide whether a safeguarding concern is serious enough to act on.

Confidentiality & Data Protection

During your volunteering, you may see or hear information about customers, donors, service users, volunteers, staff or other individuals.

This information must be treated appropriately and confidentially.

Volunteers must:

- Keep confidential information secure.
- Only access information needed for their volunteer role.
- Never share confidential or personal information without appropriate authority.
- Follow SCT's Data Protection and Confidentiality requirements.
- Speak to a member of staff if they are unsure how information should be handled.

These responsibilities continue after your volunteering with SCT ends.

In Practice

This means you should not discuss confidential information you encounter through SCT with friends, family or other people outside the organisation.

Do not photograph, copy, remove or share documents or personal information unless you have been authorised to do so as part of your role.

If you accidentally lose, disclose or send personal information to the wrong person, tell your manager immediately. Do not try to resolve or conceal the mistake yourself.

Shop Security & Personal Safety

Keeping our shops secure protects volunteers, staff, customers, donations and SCT.

Your manager will explain the security arrangements that apply to your shop and any procedures relevant to the tasks you undertake.

Please:

- Follow instructions relating to shop security.
- Keep personal belongings in the designated area where available.
- Do not give keys, security information or access to restricted areas to unauthorised people.
- Do not remove donations, stock or SCT property without appropriate authorisation.
- Report suspicious behaviour or security concerns to a member of staff.
- Do not put yourself at risk to protect stock, money or property.

Challenging Situations

If a customer or another person becomes aggressive, threatening or abusive, your personal safety comes first.

Do not place yourself at risk or attempt to physically intervene. Seek assistance from the shop management team and follow their instructions.

Serious incidents should be reported and recorded in accordance with SCT procedures.

Volunteer Expenses

We do not want volunteers to be financially disadvantaged as a result of volunteering.
Volunteers who volunteer for four or more consecutive hours may claim reimbursement for lunch expenses of up to £5.00.
Tea, coffee and water will be available to volunteers regardless of the length of their volunteering session.
You will need a valid receipt for your lunch expense, and claims must be submitted in accordance with SCT's expenses arrangements.
Your manager can explain how to make a claim or answer any questions about volunteer expenses.

Raising a Concern or Asking for Support

We want you to feel able to speak up if something does not feel right.
If you have a question, concern or problem relating to your volunteering, we encourage you to raise it as early as possible.

In most cases, your Dual Site Manager or Assistant Manager will be the best person to speak to first.
You can also contact Dorota for Central Office volunteer support and administration.
If your concern cannot appropriately be dealt with at shop level, you can speak to Leah, Director of Retail.

You may also contact HR, particularly where your concern relates to SCT policies or procedures or where you do not feel able to raise the matter through the usual route.
Their contact details are provided at the front of this handbook.
SCT aims to resolve concerns informally wherever possible. Concerns raised by volunteers, or about volunteers, will be considered fairly and proportionately in accordance with relevant SCT policies.

Serious Concerns
Some concerns may need to be raised through a specific SCT procedure, particularly where they relate to:
Safeguarding • Health & Safety • Bullying or Harassment • Discrimination • Data Protection • Serious Wrongdoing
If you are unsure which procedure applies, speak to your manager, Leah or HR for guidance.
Raising a genuine concern will be taken seriously.

Taking a Break or Ending Your Volunteering

We understand that circumstances change.
If you need to reduce your volunteering hours, change your regular days, take a temporary break or stop volunteering altogether, please speak to your shop management team.
As volunteering is voluntary, you can choose to end your involvement at any time. We would appreciate as much notice as you are reasonably able to give so that we can make arrangements within the shop.
Where appropriate, we may also discuss whether a different volunteering opportunity within SCT would suit you better.

When SCT May End a Volunteering Arrangement
There may also be circumstances where SCT needs to end a volunteering arrangement. This may include where:

- A volunteer role is no longer available or organisational requirements change.
- There are concerns about conduct, behaviour, safeguarding, safety or suitability.
- SCT policies or role requirements are repeatedly not followed.
- There is a breakdown in working relationships, trust or communication.
- The arrangement is no longer considered to be in the best interests of the volunteer, SCT, the people we support, other volunteers or staff.
- SCT is unable to provide the level of support, supervision or reasonable adjustments required for the role to be undertaken safely and effectively.

Where appropriate, SCT will discuss concerns with the volunteer before ending an arrangement and may consider alternative volunteering opportunities. However, because volunteering is not employment, there is no contractual entitlement to a notice period or formal disciplinary process.

When You Leave
Please return any SCT property you have been given, including keys, equipment, documents or other resources.
We hope you will leave having had a positive experience with SCT and knowing that your contribution has been appreciated.

Essential Policies & Procedures

This handbook gives you the key information you need for your volunteer role, but it does not replace SCT's policies and procedures.
As an SCT volunteer, you are expected to read, understand and follow the policies and procedures relevant to your role.
As part of your induction, you will be given access to the relevant policies and asked to confirm that you have read and understood the policies identified as essential for your volunteer role.

Essential Volunteer Policies

- Volunteering Policy
- Code of Conduct
- Safeguarding Children & Vulnerable Adults Policy
- Health & Safety Policy
- Equality, Diversity & Inclusion Policy
- Bullying & Harassment Policy
- Data Protection Policy
- Modern Slavery Policy

Other Relevant Policies & Procedures

- Expenses Policy
- Whistleblowing Policy
- Complaints Procedure
- Relevant Retail procedures and local shop safety arrangements.

Please ask your manager if you are unsure where to find a policy or do not understand how a policy applies to your volunteer role.

Thank you for volunteering with SCT.
The time, skills and experience our volunteers contribute make a real difference to our shops and to the wider work of SCT.

We hope that your time with us is enjoyable, rewarding and gives you opportunities to learn, contribute and be part of the SCT community.
Thank you for being part of our team.