



HARC

Homeless & Rootless at Christmas
SHEFFIELD

PROJECT INFORMATION

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HARC's MISSION STATEMENT

To meet the needs of men and women who are homeless, rootless, isolated or lonely over the Christmas and New Year period by providing a day centre offering meals, companionship, entertainment, access to services such as hairdressing. We also aim to support other organisations that offer this kind of help through the year.

HARC Project 2021/22

Dates of duration of the project:

Saturday 25th December to Saturday 1st January 2022

Opening times for guests:

8:30am-2:00pm Saturday 25th December to Saturday 1st January 2022

GENERAL VOLUNTEER

Shift times:

Shift 1: 8.15am-11.30am

Shift 2: 11.15am-2.30pm

Serving clients

Shift make up:

Project Lead x1

Shift Leader x1

Deputy Shift Leader x1

Experienced Volunteers x11

New General Volunteers x8

KITCHEN VOLUNTEER

Shift times:

7:30am-2:00pm and 9:30am-2:00pm

Preparing hot takeaway breakfasts, lunches and light tea

Shift make up:

Cook x1

Experienced Kitchen Volunteer

(7:30am-2:00pm) x2

Experienced Kitchen Volunteer

(9:30am-2:00pm) x1

Meal times for guests:

Breakfast: 8.30am-10.00am

Lunch: 12.00pm-1.30pm

Hot drinks will be available throughout the day.



Please take
a look at our
website FAQ's about
volunteering at
HARC

Key Information for Volunteers

What do I do if I cannot make my shift?

If you are unable to make your shift it is essential that you let us know so that we can contact the reserve volunteers. Not having a full complement of volunteers means that the working environment is unsafe, and we may not be able to open the project to guests. **It is your responsibility to let us know.**

THE HARC MOBILE IS: 07523 927318

Arriving at the Project

The entrance to Victoria Hall is on George Street, just down from the Curzon cinema (post code S1 2PF).



If the doors aren't open, knock on the windows that can be seen through the railings; someone will come up from the kitchen to let you in. There is also a doorbell on the wall inside the alcove just above head height to the right of the entrance door.

- Please arrive in good time. Shifts start at 8:15am and 11.15am
 - There will be a 15-minute briefing before you start work
 - The Shift and Deputy Shift Leads will greet you and share with you any information that you need to know. They will both be wearing a **red HARC armband.**
 - Please **DO NOT** bring any valuables to the project. There will be a space to leave coats.
 - Wear a name badge at all times when you are on duty. Please use your **FIRST NAME ONLY.**
 - **DO NOT** bring anyone with you that has not signed up for a shift.
 - **DO NOT** turn up for a shift that you have not signed up to
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Children

HARC is an over-18 project. We cannot allow children as volunteers or as guests on the premises.

Animals

Only guide dogs are allowed on the premises.

Smoking, Alcohol and Drugs

HARC is an over-18 project and is smoke, alcohol and drug free. Victoria Hall requires there is no drinking or use of drugs on the street outside the building as this has an effect on the local area. If you are concerned about this, please discuss this with the Project Lead or Shift/Deputy Shift Lead.

Food parcels

If a guest would like a food parcel please ask the Shift or Deputy Shift Lead or the Cook.

Donations

If a member of the public comes with a donation for HARC, please pass this onto either the Shift, Deputy Shift Lead or Project Lead. Take contact details for the person making the donation so that we can thank them.

Accommodation

If a guest needs accommodation, please refer to the Project Lead.

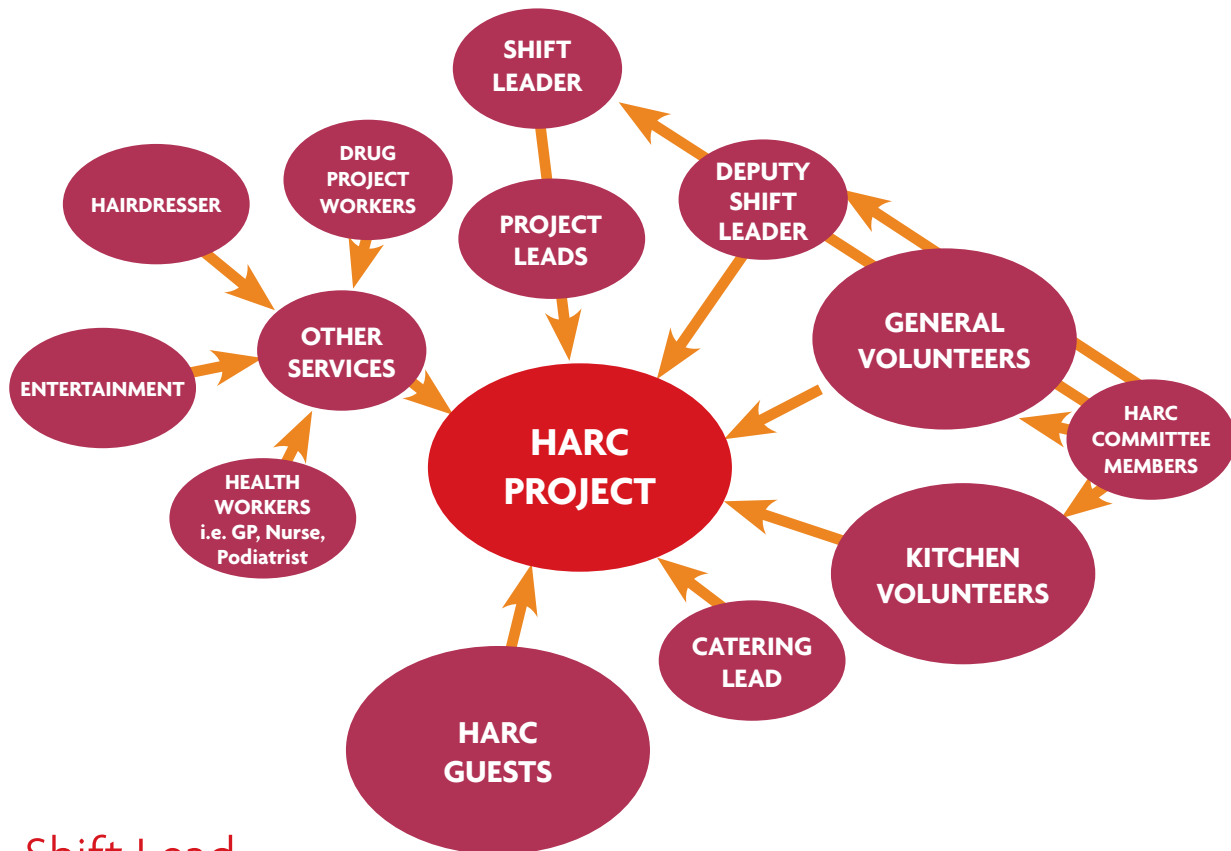
Staying Safe at the Project

- **DO NOT** give guests your surname or details of where you live
- **DO NOT** lend/give guests money
- **DO NOT** lend guests your mobile phone
- **AVOID** being alone with one or more guests

Roles and Responsibilities

- The HARC project operates with various roles. These are:
- Project Lead – paid worker
- Shift Lead – experienced volunteer
- Deputy Shift Lead - experienced volunteer
- Catering lead/cook – paid worker, fully responsible for the kitchen
- Kitchen Volunteer – able to prepare food and clean as requested
- General Volunteer – only experienced volunteers in 2021
- Guest services volunteers – drugs workers, housing workers as needed

Who will I meet on a HARC shift?



Shift Lead

The Shift Lead will take on Task 4 in 2021

Other Shift Lead responsibilities:

- Arrive at the project 15 minutes before the beginning of the shift to speak to the Project Lead.
- Wear the **red HARC armband** to identify you as the Shift Lead to other volunteers.
- Take an accurate register of all of the volunteers that are present in the building
- Ensure all volunteers wear name badges when on duty and remove them at the end of the shift.
- Allocate jobs and ensure they are completed. A rota sheet is available for this
- Take responsibility for the practical operations and the smooth running of the shift.
- Refer to Project Lead for guest welfare issues and emergency accommodation provision.
- Report any incident relating to the building to the Project Lead
- Ensure that sharps bins are used and replaced when full.
- In the event of a fire, liaise with the Deputy/Project Lead and ensure building is cleared.
- Ensure that volunteers' travel receipts are collected and reimbursed from petty cash.

Deputy Shift Lead

The Deputy Shift Lead will take on Task 6 in 2021

Other Deputy Shift Lead responsibilities:

- Deputise for, and share responsibility with, the Shift Lead.
 - Take responsibility for managing volunteers in the Lower Hall and overseeing the serving of food.
 - In the event of a fire, work with the Shift Lead and Project Lead.
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The Catering Lead/Cook

The catering lead's responsibilities

You are in charge of the kitchen and responsible for the menu and all food preparation. Introduce yourself and your team to one another at the start of the shift. Ensure that you and the team have a safe place for possessions while at the project.

- Breakfast is from 8.30-10.00am, or until all breakfast food is gone.
 - Lunch is at 12:00pm- 1:30pm.
 - Seconds are at the Shift Lead's discretion - if there's enough to go around then please give it out.
 - Allocate the kitchen tasks between the kitchen volunteers so all are involved.
 - Ensure that the kitchen is clean and tidy at the end of the shift.
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Kitchen Volunteer

- Taking instructions from Kitchen Lead
 - Food preparation and cooking
 - Cleaning kitchen and other kitchen duties
 - Help with maintaining the food store
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General Volunteer

The project is only accepting experienced volunteers in 2021.

The Shift Lead will delegate tasks for you during the briefing. You will have the opportunity to complete several tasks during a shift. A description of the tasks can be found below.

Task 1 - Handing out food (2 volunteers)

This is an outdoor role. You will be standing and or walking for the duration of the time that you are assigned this role. Please make sure that you have warm (waterproof) clothes and comfortable shoes. There will be interaction with guests, but the Volunteer managing the door area will deal with most queries/complaints. Please defer to this person in a difficult situation.

What is required of you in this area?

- Helping to maintain a safe, friendly, welcoming feel to the project for all guests
- Receiving bags of food at tables at the George Street door.
- Keep meat and vegetarian food separate.
- Handing out bags to guests as they come to the front of the queue.
- Offering additional items with the bags of food e.g. water.
- Keeping flow of bags so that guests get it while still hot.
- Keeping note of special orders e.g. a meal without a particular item.

Equipment

- Disposable gloves
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Task 2 - Clothes store/clothes requests (2 volunteers)

This is partially an outdoor role. You will be standing and or walking for the duration of the time that you are assigned this role. Please make sure that you have warm (waterproof) clothes and comfortable shoes.

What is required of you in this area?

- Being a warm and friendly face of the project.
- Receiving requests from guests for clothing or essentials (sanitary items, toiletries, etc). Taking a note of the item needed and the name of the guest.
- Finding items in the clothes store, bagging them and giving them to the guest.
- Managing expectations. Being clear that we might not have the item(s) requested.
- Working as a team with those handing out food and managing the door area.

Please make sure that only one volunteer is in the clothes store at a time. The other volunteer will be on the door taking requests for clothes and other items.

There will be contact with guests that may include challenging behaviour. Please defer to the volunteer in charge of the door in difficult situations.

If you are unable to deal with the request, refer this to the Shift Leader/volunteer managing the door

Equipment

- Post-it notes
- Pen
- Black bin bags
- Disposable gloves

Task 3 - Litter picker/work with guests on George Street (2 volunteers)

This is an outdoor role. You will be standing and or walking for the duration of the time that you are assigned this role. Please make sure that you have warm (waterproof) clothes and comfortable shoes.

What is required of you in this area?

- Helping to maintain a safe, friendly, welcoming feel to the project for all guests.
- Helping the project be a “good neighbour” to the businesses on George Street.
- Walking around the immediate area and using equipment to collect any litter that is created by the project.
- Collecting other litter if safe to do so
 - Unbroken bottles can be collected
 - Broken bottles/glass needs to be kept separate and placed directly in the black bins in the bin yard
 - Sharps should be reported to the Shift Lead/Project Lead
- Taking black bags that are full to the Lower Hall area and then to the bin yard where there are black rubbish bins.
- Being particularly aware of your own road safety and that of the guests in this area.

There will be interaction with guests who may not be keen to dispose of their litter correctly. Please defer to the volunteer in charge of the door or the Shift Lead if there is a difficult situation.

Equipment

- Litter picking grabber
- Black bin bags
- Disposable gloves
- Plastic ring to hold bag open
- Hi-vis vest

Task 4 - Managing the door/George Street (2 experienced volunteers needed - this is the Shift Lead role)

This is partially an outdoor role. You will be standing and or walking for the duration of the time that you are assigned this role. Please make sure that you have warm (waterproof) clothes and comfortable shoes.

What is required of you in this area?

- Welcoming guests
 - Being the friendly face of HARC
 - Interacting with guests

- Managing behaviour
 - Encouraging guests to queue safely and considerately
 - Challenging unacceptable behaviour in a firm but fair way
 - Defer immediately to Project Lead to decide if you feel emergency services need to be called
- Helping guests
 - With queries (e.g. for accommodation-take details and refer to PL) and complaints
 - Help taking orders for food if necessary
 - Help delivering food bags if necessary
 - If they need to enter the building for the use of toilets or time out in the Hall (please keep a record of those in the building)
- Supporting other volunteers
 - Stepping in to help when necessary
 - Being observant at all times

Equipment

- Clipboard and paper

We must be considerate to our neighbours in the area e.g. Curzon Cinema, Crucible Theatre and various restaurants. Please conduct a walking tour of the area at regular intervals to observe what are guests are doing that may impact on our neighbours.

Task 5 - Food prep & packing (2/3 volunteers needed)

This is an indoor role but requires standing and going up and down stairs. There will be very busy periods.

What is required of you in this area?

- You must pay attention to food safety and make sure that your hands are clean at all times.
- As hot meals are ready, close hot food boxes and place boxes in take-away bags.
- Take filled bags (with hot food) from Lower Hall to the volunteers serving at the door.
- Prepare cold food, make up take-away bags for teatime meal.
- Keeping the area where you are working clean and tidy. Keeping re-cycling waste separate.
- Help out in kitchen as necessary.

Equipment

- Disposable gloves
- Disposable apron

Task 6 - Managing the Lower Hall

(1 experienced volunteer needed - this is the Deputy Shift Lead role)

What is required of you in this area?

- Liaising with cooks to serve hot food in boxes and then into takeaway bags.
- Making sure take-away bags are moved upstairs to the servers on the door.
- Managing the flow of bags.
- Allocating activities to Lower Hall volunteers to ensure all cold food is prepared and take-away bags are ready.
- Keeping track of numbers of meals so that the servers and lead volunteer on George Street know how many bags are left and when they are going to run out.
- Helping to maintain a safe, friendly, welcoming feel to the project.
- Being a good role model for other volunteers in Lower Hall.

This volunteer needs to be confident with the process of preparing bags with hot and cold takeaway food and moving them to the door. They will be the point of queries by volunteers working in the Lower Hall. This volunteer will work well with the Cook as part of the kitchen team.

General Safety

- Fire – Shift Lead Deputy Shift Lead and Project Lead will clear the building. See fire procedure below.
 - Kitchen safety – to be overseen by the cook.
 - Serving food safety – to be overseen by the cook and the Shift Lead.
 - Needle stick injuries – inform Shift Lead/Project Lead and attend Walk-In Centre on Broad Lane. Do not place unprotected hands inside pockets of guests' coats and/or belongings.
 - Spillage – clear the area up straight away.
 - Physical accident – inform Shift Lead and attend Walk-In Centre on Broad Lane.
 - Handling heavy objects and furniture – move in pairs (or more if required).
 - Physical and/or verbal abuse – avoid confrontation.
 - Theft – please do not bring personal belongings unless you absolutely have to.
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Fire Procedure for Victoria Hall

When the fire alarm sounds or there is a suspicion of fire then the building must be evacuated.

- If there is a suspicion of fire, but the fire alarm has not gone off, the person on reception will need to dial 999 for the fire service to attend.
- On hearing the fire alarm or suspicion of fire, the Project Lead, Shift Lead and deputy Shift Lead will clear the building.
- The Deputy Shift Lead will clear the toilets.
- The cook will turn off appliances and make sure fire doors are shut. The cook will then clear the kitchen.
- The Project Lead and deputy Shift Lead will clear all other areas.
- The Project Lead, Shift Lead and deputy Shift Lead will direct volunteers and anyone else in the building to the nearest safe exit – George St.
- The fire assembly point is the paved area outside the Crucible Theatre.
- The Project Lead will take a register using the registrations sheet or the volunteer rota.
- The Project Lead will remain at the front of the project to make sure no one re-enters and also to liaise with fire service personnel.
- No one may re-enter the building until the fire service says it is safe to do so.

Data Protection

As a volunteer, HARC will store information about you, on paper and on computer. You can rightly expect high standards in how we look after your personal information.

All volunteers can expect HARC to abide by the Data Protection Act 1998, which requires all your personal data to be handled according to the government's statement of the principles of good information handling.

We will not sell your information to third parties; we will only use it in connection with your agreed volunteer role and to keep in contact with you.

You have a legal right to request access to the data we hold about you. If you'd like to do this, please contact us.

Listening Wheel (SAMARITANS TRAINING TOOL)



Open questions: How? What? Where? Who? Why?

Summarising: A summary helps to show the individual that you have listened and understood their circumstances and their feelings.

Reflecting: Repeating back a word or phrase encourages the individual to carry on and expand.

Clarifying: Sometimes an individual may gloss over an important point. By exploring these areas further we can help them clarify these points for themselves.

Short words of encouragement: The person may need help to go on with their story – use words like ‘yes’ or ‘go on’.

Reacting: We need to show that we have understood the situation by reacting to it – *“That must have been difficult”*.



HARC

Homeless & Rootless at Christmas
SHEFFIELD

LOCATION:

Victoria Hall, Norfolk Street, Sheffield S1 2JB
(please use George Street entrance)

PROJECT DATES AND TIMES:

8.30am Saturday 25th December 2021
to 2.00pm Saturday 1st January 2022
