

Volunteers

Volunteers are highly valued and take a vital role within The Basement; functioning as highly visible role models within our organisation.

Basement Commitment to Volunteers:

- To treat volunteers with respect, courtesy and goodwill in a positive environment.
- To give roles based on their capabilities and interests.
- To provide volunteers with clearly defined roles.
- To provide appropriate orientation, regular feedback, adequate training and support as required to enable volunteers to perform the tasks they are assigned.

Volunteers Key Responsibilities:

- Assist in setting and packing up the Basement at the beginning and end of each shift.
- Reporting all incidents and providing feedback to Basement Staff on operations
- Pass on relevant information from or about clients in line with confidentiality and duty of care requirements
- Serving food and refreshments
- Maintaining a clean and hygienic space
- Conducting regular toilet and bathroom checks
- Engaging with clients
- Supporting people to access service information or link with outreach workers where appropriate
- Providing or assisting with giving First Aid to clients (where qualified)
- Observing the space, and informing staff of situations that present a risk to safety and well-being of persons inside the space
- To wear enclosed shoes and have hair off face

- To wear gloves when handling food – gloves are not to be worn when using the BASE's barbecue, oven or grill
- Wash your hands before and after handling food
- Wipe up spills immediately
- Use colour appropriate chopping boards
- Empty all bins at end of day
- Date all opened food products and ensure they are stored appropriately
- Ensure kitchen is left clean after use
- Ensure all lights and appliances are turned off at close
- To treat all participants, staff and other volunteers with respect, promoting self-worth and dignity, regardless of their race, culture, religion, economic status, disability, age, gender, sexual orientation, family, marital status or parenting styles.
- Volunteers are to keep information about The Basement, participants, staff and other volunteers confidential (except where legally required).
- Must not take part in activities that may be interpreted as benefiting them at the expense of a group participant.
- To respect the privacy of all participants, staff and other volunteers.
- Volunteers are accountable for their actions to The Basement and any other involved stake holder.
- Volunteers are only to carry out work that they have the necessary knowledge and skills to do and have permission from their supervisor to undertake. If a volunteer does not have the ability to carry out work, they are to refer work to supervisors.
- Arrive on time for volunteering duties and tell their supervisor if they will be late or away.
- Are not to provide food parcels or swags to clients unless approved by Basement Staff
- Ask for help from staff where needed and go to their supervisor with any questions or concerns.
- Ask before using resources, equipment or facilities of The Basement
- Work in concordance with The Basement Occupational Health and Safety procedures, provided via signage in work areas.

- Understand that the volunteer/organisation relationship can end at any time by either the volunteer or The Basement and that volunteering with The Basement is not a contract of employment.