



MAYFACS Volunteer Handbook





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Welcome Messages

Thank you for becoming a volunteer. We very much appreciate the time and effort you are prepared to give and hope that you will find your role rewarding.

You are doing something special for your community and, by working with us, you are helping us to provide life enhancing services and vital support to The Mayfield and Five Ashes Community.

Volunteering is an integral part of MAYFACS and the delivery of many of our services. You make a huge difference to what we are able to do and the quality of services we are able to provide. Thank you for getting involved!

You are also our representatives in the local community, letting people know that we are here, what we can do for them and helping us to uphold our Mission Statement .

“To give local support to local people by providing community based services, information and guidance.”

We aim to make sure that those who give up their time to support our work feel valued, useful and proud to be part of MAYFACS

This handbook will give you a flavour of what you can expect from us and what we ask of you. Do please feel free to ask questions and to give feedback as to how we can make improvements.



We are delighted to have you on board and are looking forward to making a difference in our community together!

MAYFACS

What Do we Do?



Our Vision & Mission

MAYFACS was first formed as a charity in 2016.

Mayfield and Five Ashes Community Services (MAYFACS) is for everyone in the parish, not just the elderly. We aim to ensure that everyone in our community feels connected, can continue to live independently for as long as they wish and that no one feels lonely.

Our Objective:

“To give local support to local people by providing community based services, information and guidance.”



MAYFACS comprises 4 part-time paid staff, 8 Trustees and a team of regular volunteers who;

- Run many different clubs, activities and trips each month.
- Provide a volunteer Community Driver service to get people to medical appointments and weekly MAYFACS activities.
- Run a monthly Repair Cafe.
- Support MAYFACS Shed - One of our community projects bringing people of all ages together sharing skills and knowledge in a friendly, encouraging and safe environment.

MAYFACS

What Do we Do?

Our Vision & Mission



Recent studies have shown what a detrimental effect loneliness and isolation have on people's health and well-being. Loneliness can affect people of all ages, not just the elderly and one solution does not fit all.

We wish to promote all activities on offer in the parish of Mayfield & Five Ashes and make them available to all who wish to come along.

We want to make sure there are affordable activities.

We wish to work closely with existing organisations, the churches, doctors surgery and the schools to identify those who are lonely and isolated and encourage all ages to involve themselves in looking out for these people and offering support when we can.



Volunteering

MAYFACS is very fortunate to have some wonderful volunteers. We are so pleased that you would like to join us!

Volunteering can be as little or as much time as you like. It's a great way to meet people and become part of our wonderful MAYFACS Community.

Volunteering is an incredibly rewarding endeavour with many benefits.

It not only provides ways to help people in need, but also offers a means to build social and community connections, friendships as well as learn and/or teach new skills that can be used in everyday life as well as in your professional career.



Here are some of the skills you can use and gain when you volunteer

- A strong work ethic
- Compassion and friendship
- Time management skills
- Teamwork skills
- Leadership skills
- Communication skills
- Commitment
- Training and learning skills
- Interpersonal skills
- Creativity
- Increase self confidence

Volunteering has also been shown to help to decrease stress levels, depression as well as boost overall health and satisfaction with life.

Mutual Expectations



What We Ask Of Our Volunteers

- To respect every MAYFACS volunteer, service user and staff member's right to confidentiality.
- To treat MAYFACS service users, fellow volunteers and staff with respect, politeness and honesty.
- To let us know as soon as possible if you can't fulfil a commitment for any reason, so that we can try to arrange cover. e.g. you are unwell.
- To follow our policies and procedures and act in a professional manner when representing MAYFACS.
- To attend any necessary training sessions.
- To let us know if you are concerned about the welfare of any of our service users.



What You Can Expect Of Us

- Support and Mentoring. We want all our volunteers to be confident in their role.
- Training, where necessary, for example in first aid, food hygiene, professional boundaries, dementia awareness and safeguarding.
- Opportunities to meet and get-together with other volunteers.
- To respect your skills, experience and limits.
- To respect your right to say no



Key Policies & Guidance



As a volunteer, you need to be aware of, understand and follow our policies and procedures. This is to ensure that volunteers, staff and service users are kept safe and treated in accordance with the law and our charity's ethos.

Please read through each of the relevant documents prior to your induction in the Volunteer Policy Booklet which you will find at:

<https://www.mayfacs.org.uk/policies>

Alternatively you can ask for Hard Copies from the MAYFACS Office



Please sign the Volunteer Information Checklist Form along with Confidentiality and Volunteer Agreements that you will have received in your Welcome and Induction Packs to confirm that you have read the relevant Policies and Procedures. Please return the form to The Volunteer Coordinator or a member of MAYFACS staff.

If there are any parts that you don't understand or you require a hard copy of the Policy Booklet, please speak to the Volunteer Co-ordinator or a member of MAYFACS staff. We will also cover the main points of the most important policies in your welcome and Introduction to MAYFACS

Gallery



Bee Keeping



Lavendar Farm Trip



Weald & Downland Museum Trip



Coronation Street Party



Singing at The Repair Cafe



The Shed



Baking for the Mayfair



Railway Outing

Gallery



Pottery Painting Workshop



Garden Visit



Community Garden



Matinee Films on Friday



Singing Experience at
Tea & Chat



Tea Break at The Shed



Little Munchkins Toddler Group



MAYFACS Staff



Lucy Jervis

MAYFACS MANAGER
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Freya Huxtable

PROJECT & ACTIVITIES CO-ORDINATOR
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Clare Vosloo

ADMINISTRATION & FINANCE ASSISTANT
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Becky Smith

VOLUNTEERING CO-ORDINATOR
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Please contact us if you would like to discuss the information in this Handbook further. We are always happy to help and support our volunteers

Frequently Asked Questions



How much time do I have to give as a volunteer?

The amount of time needed is different for each volunteer role and would be outlined by MAYFACS in the Volunteer role description. It could be a one-off, short or longer term commitment. How much time you wish to commit to is up to you.



What skills do I need to volunteer?

MAYFACS look for enthusiasm and commitment as well as how your existing skills can be utilised to help provided support and services for The Mayfield & Five Ashes community. Some of your existing skills will be useful when volunteering and there is also opportunity to learn new skills, if you want to.



What is a DBS check & Do I need one?

a DBS check is a process used by employers and organisations to check whether a person has a criminal record. If you're looking for a job in the UK (or voluntary work) that involves working with children or vulnerable adults, then it's likely you'll be asked to have a DBS check.

The DBS check enables employers and organisations to check that there is nothing in a potential employee or volunteer's criminal record that would prevent them from taking on a particular job or volunteer role. It's a straight forward process carried out by MAYFACS staff with you and is completely free for volunteers.



Will volunteering affect my job seeker's allowance and other benefits?

Many people start volunteering when they are unemployed as a way to learn new skills and gain experience to help them find a job. You can volunteer while receiving Jobseeker's Allowance as long as you are looking for work. We do understand that you may need to attend training or interviews and will be flexible around this.

Frequently Asked Questions



What will I have to do to become a MAYFACS Volunteer?

Becoming a Volunteer

1. VOLUNTEER COMES FORWARD

- You will receive a Welcome letter or email with enrolment guidance.

2. MAYFACS VOLUNTEER ENROLMENT - DBS CHECK

- MAYFACS Staff will carry out the DBS check with you in the MAYFACS Office.

3. MAYFACS VOLUNTEER ENROLMENT - DBS CERTIFICATE RECIEVED

- Once your DBS certificate has been posted, MAYFACS Staff will send you an email with information about signing up to the DBS update service and ask you to bring the certificate to the MAYFACS Office for staff to verify and record.
- A link to the Volunteer Handbook will be included (Online or Hard Copy are both available) as well as further volunteer information.

4. MAYFACS VOLUNTEER ENROLMENT - INDUCTION WITH POLICIES & PROCEDURES

- You will be asked to bring in your DBS certificate for verification and to return the completed Volunteer Information & Checklist Form included in your welcome packs

5. MAYFACS VOLUNTEER ENROLMENT - INDUCTION TO VOLUNTEER ROLE

- MAYFACS Staff will discuss your Volunteer Role Description with you and introduce you to all relevant people you will be volunteering with.
- You will be given your volunteer Lanyard and any other relevant equipment needed for your role.

6. MAYFACS VOLUNTEER ENROLMENT - CHECK IN & REVIEW

- MAYFACS Staff will check in with you after your first volunteering session/activity.
- MAYFACS Staff will check in quarterly with Volunteers, via email, phone call, in person chat or group volunteer sessions.
- MAYFACS Staff are available for you to contact at any point during your volunteering, for support, to ask questions and for you to feedback.





The A to Z of MAYFACS



A's for ADVICE and ACTIVITIES untold.
B is BEFRIENDING, especially the old.
C for COMMUNITY CARS, and for FRIDGES.
D the DEMENTIA CAFF, finding the bridges.
E are the EMAILS sent by 'the Girls'.
F is the FILM CLUB, FOOD BANK and furls.
G is for GAMES of SCRABBLE and CHESS.
H is the HELPLINE, if you're in a mess.
I is the INTEREST to keep up the tone.
J are the JIGSAWS available to loan.
K is the KINDNESS, of which there more is.
L, LITTLE MUNCHKINS and also LIFE STORIES.
M MIDDLE HOUSE LUNCHES and MAYFACS SHED.
N is the NEWSLETTER for all to be read.
O are the OUTINGS to go for a breeze.
P is for POETRY, and PEOPLE to please.
Q are the QUESTIONS to answer when spoken.
R the REPAIR CAFÉ when you have something broken.
S SOCIAL MEDIA, SUPPORT SERVICES and that.
T TODDLERS GROUP, TUESDAY CLUB, and CHAT.
U UKRAINE SUPPORT HUB to help them to cope.
V VOLUNTEERS who emanate hope.
W is WEDNESDAY CHAT, and also WARM SPACES.
X is EXTRA HELP - from all places.
Y is for YARNERS who chat as they knit.
Z is for ZUMTHINGS... that I quite forget!

Written by Michael Charman - May 2023

Notes



- DBS Certificate Number
[Redacted]
- DBS Certificate Date:
[Redacted]
- Update Service Ref:
[Redacted]
- Update Service Number:
[Redacted]

Questions To Ask:

-
-
-



Contact Information



Phone Number
01435 873888



Address
MAYFACS Office, London House,
High Street, Mayfield TN20 6AQ



Website
<https://www.mayfacs.org.uk>



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