**Volunteers Application Pack**



Unit 27 Tallon Road

Hutton Industrial Estate

Brentwood

Essex

CM13 1TE

Tel: 01277 222050

Registered Charity 1120398

Company Limited by guarantee 5249004

[www.lighthousefurniture.org](http://www.lighthousefurniture.org)

[www.tclreuse.org.uk](http://www.tclreuse.org.uk)

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|  |  | K:\Website 2012\Ilford Logos\REUSE_Logo_small.jpg |
| Unit 27  Tallon Road  Hutton Industrial Estate  Brentwood  Essex  CM13 1TE |  | Teen Challenge ReUse Centre  Unit 1  330-348 Uphall Road  Ilford  IG1 2JJ |
|  |  |  |
| Please send your application to the appropriate project | | |
|  |  |  |

Dear Volunteer,

Thank you for your enquiry about joining as a volunteer.

Please find enclosed some information about the schemes and an Application Pack. We would be grateful if you could complete this, as well as the enclosed Volunteer Agreement and return pages 6-8 to the Volunteer Co-ordinator at the relevant branch.

If you have any questions or require further information about any aspect of the organisation or volunteering please do not hesitate to contact the appropriate Branch Manager.

We are always seeking volunteers who have experience in the following areas:-

* Retail sales
* Warehousing & logistics
* Customer telephone enquiries
* Administration
* Promotions and marketing
* Van driving and driver assistance
* Furniture repairs
* Appliance repairs
* P.A.T. testing

Many thanks

Brian Darwood

CEO

# Volunteer Charter

## Who is Lighthouse Furniture?

We are a not for profit Social Enterprise and a Registered Charity.

Founded in 1994 by volunteers from a local church, our mission is to provide good quality second-hand furniture and household items at reasonable prices to support our charitable aims.

As a charity we provide furniture to those on low income at reduced prices and in some instances for free. We work with a wide variety of agencies and seek to help those who are struggling to help themselves. Over 40% of our turnover goes to supporting ‘at risk’ groups and their clients. Since we were founded we have helped over 10000 individuals and families.

As a Social Enterprise, 100% of funds raised is reinvested into the organisation to pay core operational costs, and any surplus is used to allow us expand and help more people. There are no shareholders or anyone else profiting from our operation. We are self-sufficient receiving no large grants.

**What is the Lighthouse Furniture group**

5 years ago a group called Hopeworx asked Lighthouse Furniture to help them launch a new furniture project in Rayleigh. We did this by giving them copies of all our policies, procedures user guides, computer system and trained their staff to use them. We also provided staff training at our Brentwood project and supported them through the setup process on their own site. After 2 years they were able to stand on their own two feet and became an independent charity, but we still maintain our ties with them providing occasional support as they require it.

Epping Forest ReUse another project Lighthouse helped through the same process towards independence. In May 2017 they became independent.

Teen Challenge London is the third group that Lighthouse is helping to set up by starting a new project in Ilford in late 2015

## How volunteers support the projects?

Put simply, without the help of our volunteers we would not exist. We were started by volunteers and are supported by over 100 volunteers every year. Volunteers help us in every aspect of our operation.

In financial terms last year volunteers contributed 16057 hours which relates to over £109187.

## Who can volunteer at the projects?

We provide volunteering opportunities for everyone over the age of 18 and also work with a range of local agencies to provide support for individuals that have been marginalised, through ill health, long term unemployment or life experiences. Volunteering can help gain confidence, rebuild self-esteem, is rewarding and according to our volunteers, fun.

## How to apply to become a volunteer

We recruit volunteers from several sources. By advertising in places like local churches, community groups, etc, by word of mouth and through 3rd party organisations. When you contact us we will send you an application pack that we ask you to complete, which should take no more than 10 minutes. Once we have received the completed pack we will invite you to come and have an informal chat to explain what we do and to see if volunteering with us is right for you. If you do decide to join us we will review how things are working out for us both with informal but regular chats.

## Our Commitment to Volunteers.

1. The Lighthouse group has an appointed Volunteer Co-ordinator that you can talk to about any issues you have. You also have unrestricted access to the CEO and Trustees of the appropriate project should you feel it necessary.
2. Your time volunteering should be fulfilling and enjoyable.
3. You will be informed who you are responsible to when you join us and when this changes.
4. You will be given a clear understanding of the tasks we require you to perform.
5. You will receive training in the roles that you volunteer for, especially if there are legal implications (H&S, Trading Standards).
6. You will not be put under any moral pressure to do work which is against your principles.
7. You will be adequately protected against any risks involved in doing voluntary work, eg Public Liability Insurance.
8. You will not be exposed to risks to your health and safety and you should not cause others to be exposed.
9. You should not suffer financially by doing voluntary work.
10. Should you at any time feel aggrieved we will do everything within our power to resolve the issues in a mutually beneficial way.
11. If an issue arises where the project needs to discuss your conduct we will do everything within our power to resolve the issues in a mutually beneficial way.
12. You will not generally be used to permanently replace previously paid workers.
13. Any suggestion to improve our operation will be treated with the same level of significance as suggestions made by employees, clients, 3rd party agencies or anyone else.
14. Confidentiality by you and about your personal information must be confined within the project.
15. We are committed to social justice and actively opposed to discrimination in society and especially within the project.
16. We will not offer you a volunteering post unless there is benefit to both you and the project. If this is not the case we will direct you to other organisations where your skills can be more fully utilised.
17. You can be involved in decision making processes that are relevant to your volunteering role and level, if you wish.

# Lighthouse Furniture Project and group projects

## Background

Originally established in May 1994, after consultations with Brentwood Borough Council and the Brentwood Council for Voluntary Services, and was known as the Kings Church Furniture Exchange.

For the first 10 years it operated across the borough of Brentwood on most Saturday mornings collecting and delivering furniture using a four wheeled box trailer. Brentwood Council loaned us some garages and at that time we were able to provide it as a free service to residents of Brentwood Borough.

During this period we developed strong partnerships with Brentwood District Council, Brentwood Council for Voluntary Services (CVS), Inter Church Action Group for the Homeless (ICAGH), Social Services, Brentwood Community Mental Health Team, local housing trusts and the Salvation Army.

In 2003 the organisation joined the national Furniture Recycling Network (FRN) <http://www.frn.org.uk/>. This provided an opportunity to meet other groups and organisations and learn from them, adopting best practice. Lighthouse Furniture Project was also registered as a “Not for Profit” company in October of 2003 and we started buying in reconditioned appliances to meet the growing need.

During the spring of 2004 we were successful in raising funds to replace our ten year old trailer with a new Luton Transit box van, which was delivered in September and in December we were awarded a significant grant from Community Recycling and Economic Development (CRED) to enable us to rent a warehouse and employ staff and expand the service.

On 17th July 2005 Lighthouse Furniture was launched from Unit 27 Tallon Road with 3 staff and 2 volunteers and within another year a second van was added.

A further grant from Waste & Resources Action Programme (WRAP) enabled us to equip a workshop to test appliances ourselves and in 2006 an additional CRED grant enabled us to employ our own engineer permitting us to provide a wide range of appliances at competitive prices.

In the summer of 2007 Lighthouse became a registered charity with the Charity Commission.

2008 saw us expand into a second warehouse. During the following year we expanded our workshop facilities, increased our staff and volunteer numbers allowing us to significantly increased our ability to help even more people.

In 2009 we introduce a comprehensive stock control system, achieve PQASSO level 2 quality standard, partnered with Homes in Havering and became an accredited FRN Appliance Re-Use centre. We were also able to help the local Community Centre with some furniture and help victims of a major fire at Felmores in Basildon.

We were the first to achieve the Social Enterprise Mark in Essex in 2010 and launched a computer re-use scheme, ReUse-iT+

In 2012 we worked with Hopeworx to open the warehouse in Rayleigh. They have now become an independent project and charity.

In 2013 we started working with another group to open Epping Forest Reuse. They became independent in May 2017.

In late 2015 we linked with Teen Challenge London to start up a project in Ilford called TCLReUSE.

## The project’s primary objectives are;

* To provide low cost furniture and white goods to those in need
* To bring awareness of the scheme to all levels of the community throughout the whole of the Districts served
* To expand the existing service of the collection and redistribution of furniture to a greater number of users and encourage re-use as a way of life
* To reduce landfill by repairing and refurbishing damaged items of furniture
* To collect, test and recycle electrical goods in a dedicated, secure environment
* To expand our Partnership working with caring and referral agencies
* To offer volunteer, employment and training opportunities to people

# VOLUNTEER REGISTRATION

Thank you for choosing to register as a volunteer. So that we can offer you support and advice please take a few minutes to complete this registration document. If you are unsure about any part of this document please ask for advice and assistance.

## What will we do with the information you give us?

The information supplied by you in this document will be kept confidential to Lighthouse Furniture Project Ltd. and will not be disclosed to any person or organisation without your permission. Using the information you provide will enable us to match your volunteering skills to opportunities that suit your preferences and availability.

## Criminal Records Certificates

Our opportunities require that in some instances a criminal records check is carried out. This is often the case when volunteering involves working with vulnerable persons. No criminal records checks will be made without your prior consent.

## All new volunteers must complete:

* Volunteer Application Form
* Volunteer Agreement

## New Volunteers will be given:

* An informal interview.
* A copy of the Volunteer Charter
* Confirmation that references will be requested.
* Confirmation if a criminal records check is required.
* A copy of the relevant role descriptions.
* Information on the work of Lighthouse Furniture and its group projects.
* Induction and appropriate training.

# VOLUNTEER AGREEMENT

## A volunteer will:-

Not receive wages but will receive approved expenses for travelling, provided that you are not in receipt of other travelling related benefits.

Be expected to attend relevant training where applicable.

Abide by the all relevant Lighthouse Furniture Project objectives, procedures and policies.

Endeavour to provide notice of time off. In the case of sickness, please inform us as soon as is possible on the day of attendance.

In the event of wishing to terminate the agreement, they will provide Lighthouse Furniture Project with one week notice where possible.

## All volunteers who undertake to work at Lighthouse Furniture Project must abide by the following rules;

Volunteers working for the furniture scheme must not participate in any activities that might conflict with the project. Conflict of interest would be where volunteers buy items from the project and then sell items on to any third parties (i.e. at car boot sales, auctions or to dealers or furniture restoration firms etc).

Under no circumstances should a volunteer visit a client’s home alone.

Volunteers must not enter into agreements with service users or third parties unless it is authorised by Lighthouse’s CEO, managers or Trustees. E.g. Do not agree to supply any more items than the clients have already requested and we have agreed to supply; or purchase items etc.

These rules and regulations are as much for your benefit as for ours. If any the projects rules, procedures or policies are broken it could lead to your volunteering opportunity at the project being concluded.

I have read and understood the rules of the Lighthouse Furniture Project

Name…………………………......... Signed………………………………

Date………………………………...

# Volunteer Application

## PERSONAL DETAILS

|  |  |
| --- | --- |
| Title | Mr. Mrs. Miss Ms. Other (circle one) |
| First name |  |
| Surname |  |
| Address |  |
| Postcode |  |
| Telephone number |  |
| Mobile telephone number |  |
| Personal email address |  |
| Date of birth |  |
|  |  |
| Emergency contact details | Name |
| Address: |
| Telephone |
| Relationship |
| How did you hear about the scheme |  |
| Present or last occupation  Employers name  Post held  Dates of Employment  Reason for leaving |  |
| Please give details of any previous voluntary work experience |  |
| Any other relevant information to your application |  |

## REFERENCES:

Please give names and addresses of 2 referees who have know you for at least 3 years and who are not related to you. At least one of them should know you in an official capacity, eg church minister, previous employer, previous voluntary work manager, etc.

|  |  |  |
| --- | --- | --- |
| Name / Address |  | Name / Address |
| Phone number: |  | Phone number: |
| In what capacity is this person known to you? |  | In what capacity is this person known to you? |

## WHEN CAN YOU VOLUNTEER

Please tick each box when you would be able to volunteer.

If you have no real preferences please leave this blank and when you come in to discuss your application we will agree with you days that would best suit both us and you.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| MON | TUE | WED | THURS | FRI | SAT |
|  |  |  |  |  |  |

If you have specific requirements with regard to times and days available or you have any special needs or medical condition that we need to know about to facilitate you volunteering with us, particularly any medical conditions that may require special first aider intervention (e.g. you carry an EpiPen or are diabetic) other special needs please enter them below

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All information in this document will be treated with strict confidence

## ENHANCED DISCLOSURE FROM THE CRIMINAL RECORDS BUREAU.

Volunteers may be expected to have an enhanced disclosure from the Criminal Records Bureau and we are sure you will understand why we must request this.

SIGNED:………………………………………………DATE…………..……………

Thank you for completing this form. The information will be kept confidential to Lighthouse Furniture Project Ltd. and will not be disclosed to any person outside the project without your permission.

# For Internal Use

|  |  |  |  |
| --- | --- | --- | --- |
|  | Date Application Received |  |  |
|  | Date Interviewed and By Whom |  |  |
|  | Date Started |  |  |
|  | Agreed Volunteering Hours |  |  |
|  | Date Left |  |  |
|  | Reason For Leaving |  |  |