

# Talking Shop Volunteer Understanding

Thank you for deciding to get involved as a volunteer for Talking Shop!

This document is meant to help us work well together but is not legally binding.

Name of volunteer: .....

Voluntary role: .....

Responsible to: .....

Days / hours of work: .....

Place of work: .....

Talking Shop will provide a safe and supportive environment where we hope you will have fun volunteering.

We ask you to

- arrive in good time for any shift you have agreed to do.
- contact the Team Leader or in their absence the Duty Manager (contact details provided on your rota/contact list) if an emergency arises or you fall ill and you can't cover your agreed shift so that they can try and arrange emergency cover.

We will behave in accordance with our agreed policies and procedures and we ask you to do the same. The volunteers working with you can tell you more and you can find them in the Volunteer Handbook. You may have personal copies of any of these at any time if you would like them:

- Talking Shop values
- Safer Space Policy
- Volunteer Policy & Procedures
- Confidentiality and Data Protection Policy
- Health and Safety Policy
- Environmental Policy
- Equal Opportunities/Diversity Policy
- Young People Policy
- Safeguarding Policy and Procedures
- How to... information sheets

By starting to volunteer with us you are agreeing to follow these policies and procedures but this does not constitute a contract of employment and other employment policies do not apply.

We want your volunteering experience to be a positive one, so tell us if there is anything you need in order to get the most out of it.

Thank you once again for becoming part of Talking Shop.

# Personnel Record

Name: .....

Address .....

.....

Phone: .....

Email: .....

Birthday: .....

Relevant health information: .....

.....

.....

Any other information that you'd like us to have that will help us to support you:

.....

.....

.....

Who to contact in an emergency

Name: .....

Address .....

.....

Phone: .....

# Talking Shop equal opportunities monitoring

**Please complete and return this form with your Personnel Record.**

The information is confidential, will be detached from your registration form when it is received, and be kept anonymous. It is not part of any selection process.

We ask for this information because one of our fundamental aims is to be inclusive and celebrate diversity. It enables Talking Shop to see how well we are engaging the whole of our community.

This information also enables us to evaluate how successful we are as an Equal Opportunities organisation and to report to funders.

Volunteer Role: .....

**1. Are you? (please tick all that apply)**

- Employed                       Self-employed                       Unemployed  
 Retired                       in education                       A carer?

**2. Do you consider yourself to have a disability?**     Yes     No

**3. I need help with volunteering**     because of issues to do with:

- Sight                       Emotions/behaviour                       Dyslexia  
 Hearing                       Mental health                       Dyscalculia  
 Mobility                       Autism/Aspergers                       Other learning difficulty  
 Something else \_\_\_\_\_

**4. Please select your age group**

- under 16     16 to 17     18 to 25     26 to 50     51 to 65     66 & over

**5. Sex**                       Male                       Female                       Other                       Prefer not to say

**6. What is your ethnic origin? Please tick the appropriate box below.**

- White                       Mixed Heritage or Mixed Heritage British  
 Asian or Asian British                       Black or Black British  
 Arab or Arab British                       Any other ethnic group  
 prefer not to say

# Talking Shop keys, equipment and car registration

**a) I acknowledge receipt of the following keys:**

- Front door
- Kitchen door
- Back gate
- Filing cabinet (specify \_\_\_\_\_)
- Locker
- Safe
- Petty cash
- Other

**b) I acknowledge receipt of**

- mobile phone (to be used exclusively for Talking Shop-related calls)
- laptop computer number .....

**c) I confirm that I will be using my car** registration no .....  
on Talking Shop business and that I have the appropriate insurance to cover volunteer use.

Signed .....

Print .....

Date .....

# Talking Shop image release

**I consent for my image to be used for publicity purposes.**

Signed .....

Print .....

Date .....

This information will be kept in a central record.

## Talking Shop – Handling Money

If you are responsible for serving for the shop or café, you may be responsible for taking money from customers in exchange for goods, products or food.

### You should

- Always ring the item through the till.
- Ask for the correct total amount.
- Say out loud the actual amount you are given (e.g. “a twenty pound note”)
- Ring the amount you are given through the till.
- Give the correct change.

Please do everything you can to make sure you are accurate – mistakes do happen, but the clearer you can be, the easier it is to sort out.

Please do not leave money unattended.

A small number of volunteers will be authorised to count the money at the end of the day. If so, you will be asked to sign to say that you understand these protocols:

- Always count money in the presence of at least one other volunteer or the Duty Manager.
- Tell that person that you are counting the money.
- Before opening the till, make sure you have the form you need, a calculator, small plastic money bags and the green cashing up bag.
- Open the till, take the money tray out, and close it.
- Count the money next to the till, in public.
- Count the coins into separate piles by denomination, and turn all the notes round the same way.
- Count at least twice until you get the same amount twice.
- Enter it into the sheet.
- Put all the coins into separate small plastic money bags by denomination (in line with the maximum indicated on each bag), and all the notes the same way round into separate small plastic money bags by denomination.
- Put all the money and the form into the green cashing up bag.
- Put the green cashing up bag in the safe.
- Reset the till – run the end of day procedures.
- Let the other volunteer or Duty Manager know that you’ve finished cashing up.

If you are going to be responsible for cashing up at the end of the day, please sign below to say you’ve read and understood this procedure.

Name of volunteer: .....

Signature: .....

Date: .....

## Talking Shop volunteer expenses claim form

Unfortunately, Talking Shop cannot pay travel expenses to get to and from Talking Shop for your volunteering, as standard. Please contact the Board if this is a problem for you.

This expenses form is for use by volunteers who have had prior authorisation by the Board chair or treasurer to make a purchase, using their own finances, for the shop or to undertake a journey on behalf of the shop in their own vehicle.

Name of volunteer .....

Address .....

.....

Expenditure authorised by ..... (insert name)

### Details of Expenditure

All items purchased must be accompanied by a receipt or for reimbursement of e.g. a bus journey (face value) the ticket must accompany this expenses claim form.

Date item bought	Description of item	Reason bought	How Many	Cost per item	TOTAL
				£	£
				£	£
				£	£
				Total Claim	£

### Mileage claimed at 45p a mile

Date of journey	From	To	Reason for journey	Total Mileage	@45p	TOTAL
						£
						£
						£
				Total Claim		£

Total amount claimed

£

Signed .....

Print .....

Date .....