

# Sutton Community Project

## Volunteers Role

**Every Tuesday, open 2-6pm** Updated: January 2024

- **Pick up surplus food / donation from supermarkets**

Collect surplus food from one of these locations; M&S, Aldi, Lidl and other local shops and bring it to the centre on Tuesday between 11:30am-2pm.

- **Morning volunteer & Set Up**

Disinfect surfaces, set up long tables & chairs and start making up food boxes. Clean surplus food. Check the expiry date and condition of the food to ensure that it is fit for human consumption. Check and monitor temperature of the fridge and freezer. Check how many boxes in total we need to make up on the day.

- **Hospitality Set Up**

In the Library, set up a café area & free charity clothes – kettle, coffee machine, drinks & snacks. There are clothes rails in the centre courtyard and hang them up on the rails and display clothes on the tables.



- **Receptionist at Front desk**

Check in all the pre-registered service users (called 'Neighbours'). Make a note of any new person and fill out the new Neighbours sheet so we know their names and contact details. Citizen Advice Bureau or other local charities may send new people who haven't registered with us prior to visit. We are still happy to offer them a box.

- **Vegetable Box Collection**

Greet visitors with big smiles and guide them in the Room 14. Ensure that it will not be overcrowded and there will be enough room for people to move around in the right direction. Make them feel welcomed especially if they are visiting us for the first time

and give them a quick guide about what we do and how it works.

- **Serving at table in Room 14**

Help them to pack vegs & fruits into their bag from a box (1 box per person) and ensure that they will not take more than a box. They are also allowed to take a bread and a few tins from the dry food table.



- **Serving tea & Coffee in the Library Cafe**

In the library, free tea & coffee are provided for everyone including our volunteers. The set up involves preparing serving tables with a kettle, coffee machine, tea/coffee jars, mugs & cups, cakes, sandwiches, biscuits, juice for children etc. Disinfect the table, keep everything tidy & clean to a high standard. Have anti-bacterial hand gel at hand and clear the finished mugs & wash up. When guests come in, please offer them free drinks / cakes.

- **General Hospitality**

Chat to people in the library to make them feel welcomed and be a part of community. Be a good listener as some people would love to chat and share their life stories. They may want to talk about why they are picking up boxes and ask us why we are doing this. Great opportunities to listen to them.

- **Set down**

Clean up Room 14, kitchen & library before we pack up. This normally happens between 5:30pm-6pm. Store clean empty boxes in the main storage and charity goods into a small storage in Room 14. Clean the fridge & freezer. Sweep the floor, wash up cups/cutlery, wipe the tables etc. We want to leave the room spic & span!

- **Admin & Fundraising initiative**

There is various admin roles and fundraising for the project. Liaise with Sayuri or Andy for more information.