

# St. Mark's Family Centre

## VOLUNTEERS

Information & Application Pack

St. Mark's Family Centre, New Church Hall  
28 St. Mark's Road, Mitcham, Surrey CR4 2LF  
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[www.stmarkscentre.co.uk](http://www.stmarkscentre.co.uk)

Registered Charity No. 1000148

## Our Aims

St. Mark's Family Centre is a thriving, lively community organisation in the heart of Mitcham. By family we mean all the family, from the very young to our older adults. Our aim is to work with and serve our local and diverse communities by providing services that build, strengthen and support their needs and aspirations.

We recognise that Mitcham is a vibrant, multi-cultural and forward-looking area of Merton but continues to struggle with general deprivation, poorer housing, reduced health & well being, high unemployment and fewer opportunities for improvement when compared to other wealthier parts of Merton and other boroughs. These issues bring challenges for those who have lived here for many years as well as those who have newly settled here as they seek to integrate and extend our community, bringing with them the wealth and variety of new cultures.

We are an independent voluntary organisation that provides a variety services to the residents of Mitcham and Merton, especially those in greatest need. We serve people from the most disadvantaged wards in Merton

The Centre has a variety of community services (see list at back) and has projects in the area of families and children's outreach-work, community development and older persons work and is a partner in many local initiatives.

Our work with centre users is both preventative and in response to need and offers a variety of support, advice & advocacy.

## ABOUT ST. MARK'S FAMILY CENTRE

### Thank you from our Chair

"I hope you will consider volunteering and supporting the Centre's valuable work in the community.

I consider ourselves privileged to have worked with many excellent volunteers over the past years and we have greatly benefited from their dedication, commitment and time. I hope you can become one of them"

*Neil Malcolm*



We are a user led organisation, run by local people with an understanding of local community issues and with the expertise in meeting these throughout all our specialist areas. From children & families' services right through to our older adult services we provide a range of needed, accessible and quality services that have consistently supported positive changes in people's lives since 1989.

At the  
heart of  
our  
service

St. Mark's Family Centre has been serving the community for over 20 years. It was started by the Church to provide place of care and support for vulnerable people in the community. Although we have changed over the years this is still at the heart of all our services. Whether its the lunch club, mental health drop-in or one of our other activities, people that use the centre know we are always on hand to offer help, support and advice.

Many people use the Centre because they feel valued here and can be with or make new friends. We also provide quality, low cost meals and refreshments and for some it is their only meal that day. Some of our centre users are vulnerable and some have disabilities. Whoever they are and whatever their needs, staff and volunteers provide a the care and support that earn the Centre its reputation for community work. Whatever you choose to volunteer for, you will be contributing towards the Centre's positive influence in peoples' lives and our community.

## AS A VOLUNTEER...

you give your time freely to help support the Centre's work. Sometimes we can assist with this by offering training. This may also help you later on for employment or into further education / training.

The valuable experience of serving the community has been useful for college courses. Employers are viewing volunteering as a worthwhile and valuable experience and it may help lead to employment.

We will happily give references to prospective employers and have been directly responsible for obtaining employment for some volunteers.

We hope, you enjoy the feeling of belonging and working as part of a team and whatever your hopes for the future you have a well deserved sense of achievement.

## TRAVELLING

We will try to reimburse any traveling expenses to and from the centre from a reasonable distance on public transport So please keep your tickets.



## UNSURE ABOUT HOW YOUR VOLUNTEERING IS GOING?

Should you be unhappy about any area of your voluntary work, you will always have the chance to express this. This will either be to your supervisor or the volunteer coordinator. Conversely, should your voluntary work be inappropriate for whatever reason, we will try to resolve any difficulty or misunderstanding in the best interests of the Centre.

## LENGTH OF VOLUNTARY WORK

As a volunteer, you can leave at any time. There is no commitment upon you, apart from that you want to take on. We do ask however, if you can indicate how long you may be available after you have settled in. Many of our volunteers have been with us for many happy and helpful years.

## REFRESHEMENTS

Teas and coffees are free, but we do ask a small contribution for lunches, rolls, cans of drinks and sweets etc. This is just to cover costs.



## YOU THE VOLUNTEER

Volunteers are the main reason we are so effective. It is because of the continual and valuable help freely given by people such as yourself that we can provide services of such quality and that have been so welcomed by the local community. As a volunteer, you will be asked to give of your time, your discretion, your support and trustworthiness. These attributes are part of our established codes of conduct, which are there to promote our service, and maintain our high standards.

**“Our aim is to give all volunteers the support and guidance they need to do a particular job,”**

## CONFIDENTIALITY

As a volunteer, you may hear, read or be party to information of a sensitive or confidential nature.

Such information could be harmful or disruptive if repeated. All volunteers are asked to ensure confidentiality by being discreet with any information entrusted to them and to seek assistance from their supervisor if they feel concerned.

## EQUALITY & DIVERSITY

All volunteers and staff are expected to adhere, implement and monitor our Equality and Diversity policy.



Racism, sexism or any other unacceptable attitude or practice cannot be tolerated.

## INSURANCE

All volunteers are covered by our Public Liability Insurance both in the centre and volunteering off-site.

## SUPERVISION

In whatever area you are supporting us with, we will arrange a regular informal supervision meeting. This is your time for you to talk about how things are going (good and bad), if there is anything we can do for you, whether there is anything else you would like to do and if we can arrange it.



## The Ethos of St. Mark's Family Centre

We strive to meet the needs and aspirations of our community.

We strive to be open and accessible to all members of our community.

We strive to make our resources accessible to our community.

We strive to build up and strengthen our community by our work.

We strive to put our community first in all our activities, projects and work that supports it.

We strive to include members from all areas of social, culture and belief groups in our community within our planning and management of the Centre.

We strive to see people take control over their lives through support and empowerment.

We strive not to direct people but to inform, support and encourage them to positive life choices.

We strive to provide a safe, warm and caring place for our community to use and be part of.

We strive to deliver quality services, relevant services and effective services by working in partnerships with other organisations and members of the community.

We strive to promote, encourage and celebrate the diversity within the community.

We strive to uphold this ethos and encourage the support for our community in all that we do.



## THE KEY STAFF AT ST. MARK'S FAMILY CENTRE

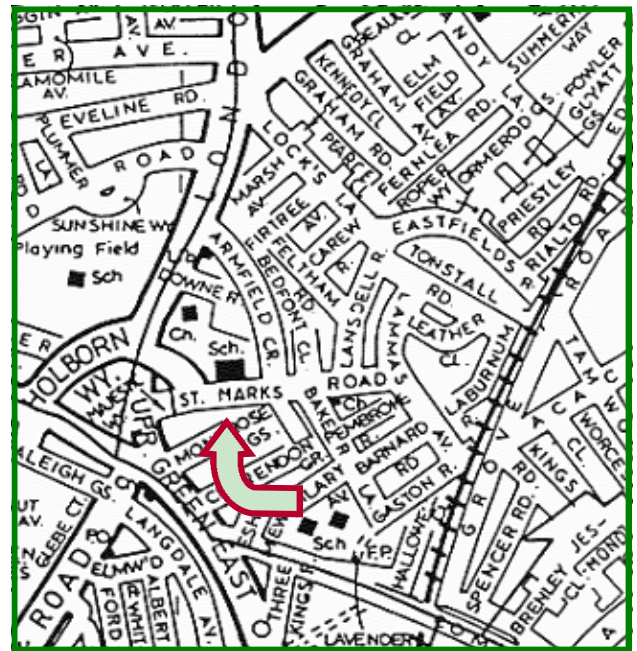
Depending what area you will be volunteering you will be supported by one of our staff team below:

Director  
Deputy Director  
Children & Families Project Manager  
Adult Learning Coordinator

Ray Hautot  
Ian Petherbridge  
Angela Martin  
Yasmin Harley

## WHERE WE ARE

St. Mark's is opposite St. Mark's Primary School, close to the centre of Mitcham in St. Mark's Road. Mitcham has many local/ branch shops and services surrounding its pedestrian walkway and is served well by many bus routes and the new Tram-link. The two nearest stations are Mitcham and Tooting. There is also Tooting Broadway Underground Station or Collier Wood. Buses that serve Mitcham are: 70D, 118, 127, 152, 200, 264, 270, 280, 355. And don't forget Mitcham Eastfields Railway station.





# St. Mark's Family Centre

## VOLUNTEERS

### Application Form

NAME:

CONTACT No:

VOLUNTEERING FOR

START DATE:

END DATE:

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Mitcham, Surrey CR4 2LF

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Registered Charity No. 1000148

## APPLICATION FORM : CONFIDENTIAL

FIRST NAME/S \_\_\_\_\_

SURNAME \_\_\_\_\_

DATE OF BIRTH \_\_\_\_\_ HOW DO YOU PREFER TO BE CALLED? \_\_\_\_\_

ADDRESS \_\_\_\_\_

\_\_\_\_\_ POSTCODE \_\_\_\_\_

TELEPHONE CONTACT No. \_\_\_\_\_

WORK/MOBILE \_\_\_\_\_

### HEALTH QUESTIONNAIRE

Our aim is to care for the children and other users of the Centre as well you the volunteer. This is why we ask you to fill in this short questionnaire. It will be kept strictly confidential. Should clarification be needed over any aspect of your health, your permission will be sought beforehand.

Do you have any health problems that may interfere or put at risk you or anyone else during your volunteering at the Centre? \_\_\_\_\_

Do you suffer from blackouts or fits? yes/no \_\_\_\_\_ If yes, could you tell us about them: \_\_\_\_\_

Are you on any kind of medication you may be likely to need during your time at the Centre?

Is there anything else we need to know regarding your health that may affect your time as a volunteer and/or any regular commitment you can make?



**Can we have the name, address and phone number of someone you would want us to contact in an emergency.**

Name \_\_\_\_\_  
Address \_\_\_\_\_  
\_\_\_\_\_  
Postcode \_\_\_\_\_ Tel. No. \_\_\_\_\_

**Please could you provide the name and address of two people who can provide a reference for you e.g. employer, tutor etc. One should not be family.**

Name \_\_\_\_\_  
Address \_\_\_\_\_  
\_\_\_\_\_  
Postcode \_\_\_\_\_ Tel. No. \_\_\_\_\_

Name \_\_\_\_\_  
Address \_\_\_\_\_  
\_\_\_\_\_  
Postcode \_\_\_\_\_ Tel. No. \_\_\_\_\_

Because of the type of work we do we automatically have all volunteers CRB checked to comply with our legal requirements and good practice. You will be asked to complete a CRB form. This disclosure will not cost you anything and can be used for other organisations if they so wish. You may already have a CRB form. If so could you let us know the date of issue \_\_\_\_\_. If the form is older than 1 year we will get a new one for you.

Have you done any voluntary work before? Brief details may prove useful.

\_\_\_\_\_  
\_\_\_\_\_

What skills or experience do you have? Typing/word processing/data base/ spreadsheet/ computer design/artistic talent/photocopying

other: \_\_\_\_\_  
\_\_\_\_\_

### **APPLICATION FOR VOLUNTEERING**

I have read and understood the volunteer application pack and the need for confidentiality at the Centre and would like to support the Centre with its community work.

Signed \_\_\_\_\_ Date \_\_\_\_\_

Do you have any disabilities?

Please tick

What is your household type:

Visually impaired	
Restricted Mobility	
Mental health issues	
Learning disability	
Multiple disability	
Hidden (e.g. HIV)	
Other	
None	

Owner Occupied	
Private rented	
Council tenant	
Housing Association	
Other	

What do you do?

Please tick

Are you..

Homemaker	
Full time employed	
Part time employed	
Self Employed	
Student	
Retired	
Carer	
Volunteer	
Other	

Married or Civil partnership	
Single	
Divorced	
Non-married partnership	
Lone parent	

How did you find out about our service?

Advert     Friend     Poster     Volunteer Centre     Other  Please give details

Ethnicity:

- Bangladeshi
- Indian
- Pakistani
- Asian other .....
- Black African
- Black British
- Black Caribbean
- Black other.....
- Chinese

Ethnicity:

- White British
- White European
- Irish
- White other.....
- Mixed Ethnic group
- Any other ethnic group  
.....
- Prefer not to say

Religion

- Christian
- Islam
- Hinduism
- Sikh
- Jewish
- Other.....
- Prefer not to say

Languages Spoken

- First)
- Second)
- Other)