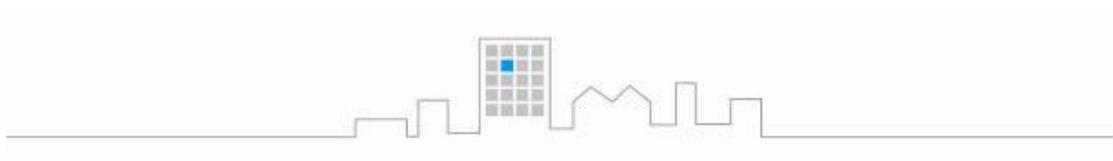




# VOLUNTEER INFORMATION PACK

Help us to transform lives in our city



# Introduction

## **Thank you for considering volunteering with Glasgow City Mission!**

We rely on over 150 volunteers to enable us to serve over 250 individuals that are in great need in our city. Having a presence in the city since 1826, Glasgow City Mission is a Christian Charity providing practical and spiritual support for many hundreds of homeless and otherwise vulnerable people in Glasgow.

Our aim is to provide more than just physical care. At each of our projects we seek to offer *hope* to people experiencing difficulties in their lives. It can take a long time for people to overcome their problems, but the support and encouragement that people receive from our staff and volunteers can help our guests start to turn their lives around. We aim to help people no matter what their circumstances are or what has gone before, trying to ensure that their future will be a better place.

Our Statement of Faith:

***We are Christians who unconditionally value the people we serve. We believe in the living God who loves us and transforms lives. Because of this, we are inspired to share our faith, have compassion and seek justice for people in need. We are Bible based, Jesus centred, Spirit led and dependent on God and the power of prayer.***

The ethos of Glasgow City Mission is the motivation for all our work – it is the reason why we do what we do.

It is to work together to extend Jesus' model of the Kingdom of God on earth by living out a lifestyle of love, truth, justice, mercy and forgiveness, according to his teaching. We are inspired by the message, life and example of Jesus through which God's unconditional love for all people is expressed. The way this ethos is given life through our relationships, the way we work together and behave with one another, works to both demonstrate and authenticate our beliefs.

This is all rooted in our faith in Jesus Christ and in his love, which compels us to serve others, putting their needs first. When we work together it is this faith which directs and influences our internal relationships as well as our work with those who Glasgow City Mission is seeking to serve.

**In this way we operate on the understanding that our activities are simply an expression of our faith; that our “doing” derives directly from our “being”.**

There is an essential and indissoluble link between the inner and the outer, the private life and the public face of Glasgow City Mission. The link between who we are and what we do cannot be broken.

However, we do not force our faith beliefs on those who come to us for help. What we do is share the hope that motivates our work – the belief that there is a God who loves us. We respect each person's right to freedom and dignity, while at the same time hoping that they will come to know and be transformed by the fact that *God loves them*.

We would be unable to achieve what we do without the willingness and commitment of our volunteers, performing a huge range of roles across our projects (details outlined later in this pack). Because our work flows from the love of God for both us and our guests, and from a living relationship with Him, it is vital that our volunteers share our Christian faith, values and ethos and attend a Christian Church.

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If you are unsure about your position or have questions about the Christian faith, you are welcome to contact us to talk this through further. You are also welcome to find out more by visiting [The Gathering](#) at our City Centre Project, where we explore faith and the Bible together with discussion, music, and food. Another avenue is to consider attending an Alpha course, a series of free sessions exploring Christianity, run in churches across the UK. See [alpha.org](#) for more information.

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# Volunteering Opportunities

Please read this information thoroughly before deciding which of our projects you feel you would be most suited to. It is important that your time is spent at a project which can make the best use of your skills and is as rewarding an experience as possible for you.



## City Centre Project 20 Crimea St, G2 8PW

The starting point of our support is treating every person as an individual.

Our City Centre Project is where we care for some of the most vulnerable people in Glasgow. Homeless people, those in addiction or poverty, women involved in prostitution, victims of violence and abuse, people fleeing persecution overseas and now seeking asylum or refugee status in the UK, and those from deprived communities can all find a place of safety and the beginnings of a new life.

We provide:

- Clubs, activities and trips
- Food
- Showers
- One to one support
- Learning opportunities
- Advocacy
- Prison Support
- Pastoral Care



We see around 150 people each day that we are open, providing one to one support, a programme of activities and learning opportunities, and access to counselling and vital information and advice. Through our relationship with other agencies in the city, we are also able to assist people with housing issues and drug or alcohol problems. Staff and volunteers have the opportunity to develop deeper relationships with our guests, and to assist them with the beginnings of next steps towards a better life. You will be serving with a dedicated team, witnessing the joy of lives transformed, and participating in a practical expression of Christian mission.

## Daytime Volunteering Opportunities

Our Monday-Friday daytime activities involve various groups and activities that we run with our guests. These currently include:

- Kitchen & Food Prep
- Street Outreach
- Art Club
- Men's Bacon Rolls & Bible Study
- Ladies' Group
- Women's Coffee Morning
- Daytime Drop-In
- Pharmacist Drop-In
- Internationals Breakfast & English class
- Internationals ESOL tests
- New Glaswegians Bible Study
- The Gathering

Daytime activities take place on various days of the week and volunteering times can be arranged with the Project Staff.

## Saturday Drop-in

Thanks to our supporters, in October 2017 we were able to open on Saturday afternoons to meet the demand from our guests. The vision for this space is to provide a safe and fun experience for our guests to look forward to each week. We usually watch a film together, socialise, and play games in a family atmosphere that relaxes and integrates our guests into the evening. Since our guests are involved in choosing our activities, there's always an element of spontaneity - whether that's an all-in charades night or an evening of Polish club music.

Volunteer duties are the same as the Mon-Fri Evening drop-in, and the shift runs from 3:30PM to 8:30PM.

## Monday – Friday Evening Drop-In

Our Evening Drop-In relies heavily on the input of volunteers and therefore requires a regular commitment. We usually ask volunteers to commit to one evening per week.

The key aims of the evening, besides the serving of food, are showing radical hospitality and building healthy relationships with each guest in a family dinner style, connection focussed atmosphere.

Volunteer shift runs from 6:30PM to 10:30PM (although this can vary depending on demand for our services).

Tasks include:

- Be a great table host - spend time getting to know those who attend, listening to their stories and building relationships
- Help in the preparation of food and drinks
- Help to put tables out, arrange the chairs, and set the table settings
- Help to serve food and drinks
- Help with clearing up, washing dishes, cleaning kitchen and floors, etc.



## Urban Café

Urban is a dynamic and fun members-only space on the second floor of the City Centre Project. Members apply to join and sign up to use our facilities (a gym, music studio, classroom, and internet café) and try activities like music lessons, running club, language classes, and more. It is a place for our members to try new things and meet new people.

Volunteers are an integral part of Urban. We have morning and afternoon teams who help support staff, keep things running, and befriend members. Volunteering in Urban involves many practical tasks from loading the dishwasher to running the entry system to sweeping the floor. In this way you will help make Urban run smoothly for our members. There are also many opportunities to share yourself and your skills, and plenty of time to spend chatting and getting to know people. You'll be able to encourage members to set and achieve goals for themselves. If you have a particular passion or skill you can utilise it in a way to teach others; whether that is playing the guitar, speaking another language, painting nails, teaching a craft, leading outings to museums... the sky is the limit.



Volunteering at Urban is fun and rewarding, and every day is different. Shifts are 9:45AM – 1:15PM or 12:45PM – 4:30PM, Tuesday through Friday.

## Van drivers and relief van drivers

Glasgow City Mission is supported by many businesses in the City Centre – in particular bakers and sandwich shops. We require regular and holiday cover relief volunteers with clean driving licenses who would be able to assist us with these pick-ups in our van usually between 4.30PM and 5.30PM in the afternoon.

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### Who you'll meet:



#### **Ewan Clydesdale, City Centre Project Manager**

The City Centre Project is managed by Ewan who has worked with the charity since the 1990s. Ewan has a real passion for the people of Glasgow and the city itself.

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### More information about our City Centre project:

[www.glasgowcitymission.com](http://www.glasgowcitymission.com) > about us > what we do



## Child & Family Centre

4 St Kenneth Drive, Govan, G51 4QD

To break the poverty cycle and give children the best possible start to life.

Our Child and Family Centre is an early intervention, preventative service that aims to break the poverty cycle and give children in Linthouse, Govan the best start possible in life. We do this through our partnership nursery, playgroups, parent-toddler groups, after school clubs, holiday clubs and parenting support groups.

The Centre also encourages parents to develop their own skills by offering Community Education led training on child development, positive parenting and computer skills.



Volunteers are required 5 days a week, building relationships with kids and parents, looking after the floor, and freeing up our staff for more one-on-ones with parents and children. There is opportunity to not just be working with children, but with the whole family to support parents in their parenting, and reduce the likelihood of the families needing help from our projects in the future.

### Tasks include:

- assist the play workers in setting up/delivering activities i.e. crafts, painting, reading stories etc.
- supervise at free play time
- develop positive relationships with the children
- contribute ideas, e.g., suggestions for crafts, activities, etc.
- cleaning and behind the scenes help

### Personal Qualities

- a genuine love for children and an ability to get alongside them
- lots of patience
- physically fit
- reliable
- work well as part of a team

It would be preferable if you could commit yourself to two sessions per week. The exact details of your volunteering will be worked out in consultation with the Child & Family Centre Manager and take into account your own abilities and preferences.

### Who you'll meet:



#### **Anne Scott, Child and Family Centre Manager**

Anne manages our Child and Family Centre in Govan. In fact, she was one of the founding members of the project and has worked there since 1986. Anne grew up in Govan and is a well-known face in the community.

### More information about our Child & Family Centre project:

[www.glasgowcitymission.com](http://www.glasgowcitymission.com) > about us > what we do



## Glasgow Winter Night Shelter

1<sup>st</sup> December → 31<sup>st</sup> March

Providing emergency accommodation to Glasgow's rough sleepers.

The Glasgow Winter Night Shelter operates each year from 1<sup>st</sup> December to 31<sup>st</sup> March, seven nights a week.

Rough sleepers and people with nowhere else to sleep are welcome to use the Glasgow Winter Night Shelter for emergency accommodation during the coldest months of winter. This is a life and death service: it's simply too cold to be sleeping under bridges and in doorways at this time of year. We take a range of measures to ensure that this is a safe space for the night, including searches and securing personal belongings, and can take up to 40 people.

In the mornings, we connect people to Glasgow City Council's homelessness case team in order that homeless accommodation can be found. We also connect people to healthcare, services at our city centre project, and other services in the city operated by our partners – aiming to reduce the need for this service in future years.



We have a range of volunteering opportunities available to you to put your Christian faith into action and to support our qualified staff team. Each volunteer will be required to undergo training before the shelter commences.

### Weekly shifts for duration of night shelter:

#### Full Night 9PM – 8AM

Helping with a range of tasks throughout the night including setting up/down the shelter, chatting and listening with guests, assisting guests, storing luggage, and supporting the staff team.

#### Twilight 9PM – 12 Midnight

Extra help for when it's busy, supporting guests to quickly and safely enter the shelter.

#### Sunrise 6:45AM – 8AM

Extra help for the morning rush, waking guests, providing breakfast, and clearing away mattresses.

### Church volunteer teams:

#### 9PM – 12:30AM

Two people from your church per night, for one week only, to provide tea, coffee and snacks to guests and be a friendly, listening ear.

To arrange for your church to send a team, please get in touch with us directly at [gwms@glasgowcitymission.com](mailto:gwms@glasgowcitymission.com)

### Who you'll meet:



#### Lorna McIntosh, Glasgow Winter Night Shelter Manager

Lorna manages our Winter Night Shelter each year, building and supporting our staff and volunteer teams, and making the shelter a safe and secure space for our guests. She also co-ordinates the support from partner organisations to help people get the best solutions.

### More information about our Glasgow Winter Night Shelter project:

[www.glasgowcitymission.com](http://www.glasgowcitymission.com) > about us > what we do

# What we expect from our volunteers and what you can expect from us

Our projects work with a variety of people whose lives are often chaotic. Guests can sometimes be manipulative and aggressive, and there is always the potential for conflict. Our work centres around building appropriate relationships with the people who use our services, and an important part of a volunteer's job is to establish friendships within the boundaries and guidelines of the project.

We therefore look for the following personal qualities in our volunteers:

- Be a good listener
- Be non judgemental
- Be compassionate
- Be willing to do whatever is required, even the dirty jobs
- Be able to work well as part of a team
- Be able to take instruction from staff
- Be prayerful
- Be reliable & regular

What we do is because of who we are – as Christians who believe and enjoy relationship with God, we seek to demonstrate the same love and acceptance that God has shown us to vulnerable people in our city. Naturally, then, we need to recruit a team of volunteers who are similarly driven to live like Jesus, and who are able to share their faith in Jesus to our guests when they take the opportunity. Accepted applicants will need to demonstrate a live church connection and an ability to articulate their faith and relationship with Jesus.

Due to the nature of our work and for insurance purposes, all volunteers must be over 18.

## Protection of Vulnerable Individuals

As an organisation, we work with vulnerable adults and take the protection of our client group very seriously. For this reason we ask that volunteers who will be working in our City Centre Project complete a Basic Disclosure from Disclosure Scotland.

If your application with us is successful, you will need to complete the process directly with Disclosure Scotland, either online or paper application. Currently, the cost for this is £25 which must be paid directly to Disclosure Scotland (this cost can be reimbursed by us if requested). We can assist with completing the form if you require. We will also accept a Disclosure completed for another organisation within the last 3 years.

If you are applying to volunteer at the Child & Family Centre, you will be required to join the Protecting Vulnerable Groups (PVG) Scheme, at no cost to yourself.

## Volunteer Induction

On starting work with Glasgow City Mission, all volunteers will undergo a full induction. This will cover specific roles, duties, and expectations, as well as an overview of Glasgow City Mission's projects and how to go about being an 'Ambassador' of our work, for example, fundraising and recruiting volunteers.

## Volunteer Training

On being accepted as a volunteer with Glasgow City Mission, you will be agreeing to make a regular commitment in time and energy to the organisation. We will endeavour to provide you with the skills you need to carry out your tasks effectively by providing relevant training at frequent intervals throughout the year.

We hold volunteer training nights every few months and expect that our volunteers will make an effort to attend these meetings in order to build your skillset, discuss any issues arising and to give you an opportunity to meet fellow volunteers.

## Discipleship / Mentoring

We regularly find that as people volunteer and put their Christian faith into action, their faith deepens further. You will be supported by the Team Leader of your activity, as well as our Volunteer Co-ordinator. There are also opportunities to join with discipleship and Bible study groups, led by our Pastoral Support Co-ordinator, Marion Carson.

## Application Process: Next Steps

For all our volunteering opportunities, the first step is to complete a volunteer application form and return it to us as soon as possible. You can apply here:

[www.glasgowcitymission.com/how-can-you-help/volunteer-form.php](http://www.glasgowcitymission.com/how-can-you-help/volunteer-form.php)

Once we receive your application form, it will be passed to the relevant Project Manager and if successful, they will call you in for a short informal interview. This will be an opportunity for you to see the project and discuss volunteering further. If the Project Manager decides to progress the application, the Disclosure or PVG process will be discussed and explained.

Subject to satisfactory disclosure and references, we will arrange a start date with you. On your first volunteering shift, you will be given full induction training.

Please bear in mind that not everyone is suited to this type of work. If successful, you will be taken on in the first instance on a trial period of 1 month. The trial period will be an opportunity for us to assess your suitability and also for you to decide if you are comfortable and enjoying your volunteering experience.

### Other Information

If you are accepted as a volunteer with us we would strongly advise you to visit your doctor as they may recommend you have inoculations such as polio, tetanus, Hepatitis A and Hepatitis B due to the nature of our work.

*Thank you for taking the time to read this pack and for your interest in joining our work as a volunteer. We really do value your support.*

*If you have any further questions, or you would like to discuss anything in this pack before progressing your application, please call Heath on 0141 221 2630 or email [heath@glasgowcitymission.com](mailto:heath@glasgowcitymission.com)*



#### **Heath Reynoldson, Volunteer Co-ordinator**

Heath ensures that guests across our projects receive the best service from our army of volunteers and that the volunteering experience at Glasgow City Mission is second to none. He is available for any volunteering-related questions and queries.

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