



# ☀️ The Quirky Community Hub CIC

## Volunteer Induction, Code of Conduct & Policy Handbook

Last updated: [15th April 2025]

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### ❤️ About The Quirky

The Quirky Community Hub CIC is a not-for-profit space designed to bring people together.

We're a community hub with a café, and we host creative workshops, wellbeing sessions, support groups, children's activities, and more – all with the aim of reducing isolation, improving lives, and building a stronger community.

Our spaces are inclusive, warm, and proudly community-led. Everyone is welcome, just as they are.

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### 📖 What's Included:

- About Us & Our Values
- Code of Conduct
- Dress Code
- Safeguarding (Adults & Children)
- Confidentiality & GDPR
- Health & Safety
- Equality, Diversity & Inclusion
- Induction & Training
- Reimbursement & Expenses
- Communication & Support
- Ending or Pausing Volunteering
- Lone Working
- Role-Specific Training
- Volunteer Perks



- Volunteer Agreement & Feedback
  - Useful Contacts
  - Confirmation Form
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## About Us & Our Values

The Quirky Community Hub CIC is a not-for-profit organisation with heart. We exist to create welcoming, inclusive spaces where people feel safe to connect, explore, grow, and just be themselves.

We believe in:

- **Community-first thinking** – everything we do is shaped by what our community needs and values.
- **Kindness and connection** – every person matters, and every voice is heard.
- **Creativity and quirkiness** – we celebrate individuality and new ideas.
- **Inclusion and accessibility** – our doors are open to people of all ages, backgrounds, and abilities.
- **Wellbeing at the centre** – we support mental, emotional, and social health in everything we offer.

We work with families, young people, adults, and organisations across Wirral – especially those who may feel left out elsewhere. From creative workshops and support groups to food, nature, and fun, The Quirky is built on love, laughter, and genuine community care.

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## Code of Conduct

All volunteers agree to:

- Be respectful, inclusive, and supportive



- Arrive on time and let us know if you can't attend your shift – repeated no-shows without notice may result in us asking you to step back from the role
  - Protect confidentiality at all times
  - Be reliable, communicate clearly, and ask for help when needed
  - Avoid gossip, bullying, or discriminatory language
  - Raise any concerns or safeguarding issues promptly
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## **Dress Code**

- Wear clean, comfortable, and professional clothing that is appropriate for your role. As we work with children and vulnerable adults, clothing should not be revealing and should promote a respectful and inclusive environment
  - Closed-toe shoes are required in the kitchen and garden for safety
  - Avoid clothing with offensive language or inappropriate imagery
  - Long hair should be tied back in kitchen and garden roles
  - All volunteers are expected to wear either a **Quirky t-shirt** (available with a **£10 refundable deposit**) or a **plain black top** as part of our standard dress code. If you're working in the kitchen, a **Quirky apron** may also be provided during the shift.
  - If unsure what's appropriate, just ask your team lead
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## **Safeguarding**

We are committed to keeping everyone safe – especially children and vulnerable adults.

- Always report anything that feels unsafe
- If someone discloses something, don't promise confidentiality – pass it on to a safeguarding lead
- Maintain professional boundaries

**Safeguarding Leads:** [Suzanne Rippon], [Yulina Watanabe]

**Email:** [suzzane@thequirky.uk](mailto:suzzane@thequirky.uk) OR [yulina@thequirky.uk](mailto:yulina@thequirky.uk)

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## **Confidentiality & GDPR**

- Do not share personal information about visitors, families, or other volunteers
  - Follow data protection rules when handling forms or digital information
  - Keep passwords, forms and files secure
  - If unsure, check with a manager
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## **Health & Safety**

- Know your nearest fire exit and first aid point
- Report accidents, spills, and hazards immediately
- Never lift more than you can manage alone
- If you are not feeling well, are recovering from an injury, or unsure about your physical ability, do not attempt physically demanding tasks (including going upstairs). Always let us know about any health conditions or concerns that may affect your volunteering.
- If in doubt, don't take risks. We will never ask you to do something you're not comfortable with. Your wellbeing and safety come first – please speak up if you're unsure or need support.

**First Aider:** [Amanda Bojtler]

**Health & Safety Contact:** [Suzanne Rippon]

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## **Equality, Diversity & Inclusion**

We're actively inclusive and celebrate all backgrounds, identities, and abilities. Discrimination of any kind is not tolerated.

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## **Induction & Training**

- You'll be shown around and introduced to key people
- Some roles may include extra training (e.g. safeguarding, food safety)



- Optional learning opportunities are available

## CPD

We use CPD (Continuing Professional Development) to support your learning and growth while you're with us. This could include things like workshops, training, shadowing, or picking up new skills on the job. If there's something you're curious about – just ask!

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## Reimbursement & Expenses

- Reasonable travel or session expenses may be reimbursed (will not be reimbursed if not approved by your line manager)
  - Keep receipts and fill in a [reimbursement form](#) – multiple forms may be submitted
  - Speak to your manager if unsure
  - Reimbursement forms can be found on our website under the [Volunteering section](#)
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## Communication & Support

- **WhatsApp** is used for quick updates, emergencies, and rotas. Rotas will be sent on the 15th of each month to confirm for the following month – just give a quick thumbs up if you're happy with your shifts, or let us know if anything needs changing.
- Our Quirky WhatsApp phone number is **07421 355405** and is monitored by Suzanne and Yulina. It is answered between **9am–5pm Monday to Friday** and **10am–2pm on Saturdays**. Outside of these hours, we may not be available.
- In rare cases of emergency (e.g. you can't attend a shift last minute), you may be given one of our personal mobile numbers. These are **for emergencies only** and must not be used for personal communications. We ask all volunteers to respect boundaries and privacy. Misuse of personal contact details may result in a review of your volunteering role.
- **Email** is used for bigger updates, opportunities, and policy changes.
- **In-person chats or check-ins** are offered regularly to see how you're getting on and give you space to raise anything you'd like to talk about.
- If you want to change roles, speak to your manager and they'll guide you through the next steps.



- If you have a disagreement or conflict, we ask that all staff and volunteers try to resolve things respectfully and directly with each other in the first instance. If this isn't possible, or if it involves a safeguarding or safety concern, please speak to a manager as soon as possible so we can support you.
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## Ending or Taking a Break






- Let us know with as much notice as you can
  - We'll always welcome you back if you need to pause
  - We may ask for feedback to help us improve
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## Lone Working

- Avoid working alone unless previously agreed
  - Risk assessments for all roles and activities are available on request
  - Keep your phone charged and let someone know where you are
  - We aim for at least two people on site whenever possible
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## Volunteer Perks

We want you to feel appreciated, valued, and looked after. Volunteering at The Quirky comes with some lovely extras:

-  **Volunteer Station** with free tea, coffee and snacks – help yourself during your shift!
  -  Optional training and CPD opportunities
  -  Access to some of our wellbeing sessions for free or discounted
  -  Being part of a supportive, kind and creative team
  -  Volunteer thank-you events and celebrations
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## Volunteer Agreement & Feedback



## Volunteer Agreement

By volunteering at The Quirky, I agree to:

- Carry out my role as outlined to me and in this handbook
- Respect confidentiality and safeguarding policies
- Work as part of the team and seek support when needed
- Communicate in advance if I cannot attend or need to step back
- Follow safety procedures and be aware of hazards in the building
- Take responsibility for my own wellbeing and speak up if I feel unsure, unsafe, or uncomfortable with a task

I understand The Quirky is not responsible for any personal belongings or actions taken outside of my role.

## Feedback Form (Optional)

- What's been the best part of volunteering at The Quirky?
- Do you have any suggestions for improvement?
- Are there any roles or projects you'd like to try in future?
- Would you like to continue volunteering with us?

You can complete a [feedback form](#). This can also be found on our website at [www.thequirky.uk/volunteering](http://www.thequirky.uk/volunteering)

We aim to collect feedback every 3–6 months and use it to help improve our support and plan future opportunities. We also welcome recommendations!

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## Useful Contacts

- **Volunteer Coordinators:**
  - Day-to-day management: Suzanne Rippon
  - Administration, policies, and support: Yulina Watanabe
- **Safeguarding Leads:** Speak to your line manager or email [volunteer@thequirky.uk](mailto:volunteer@thequirky.uk)
- **General Enquiries:** For questions about daily tasks, please speak to your manager in person or send a WhatsApp if urgent. If not urgent, email [volunteer@thequirky.uk](mailto:volunteer@thequirky.uk)
- **Website:** [www.thequirky.uk](http://www.thequirky.uk)



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## **Appendix: Volunteer Role One-Pagers**

### **Quirky Radio Team**

**Overview:** Support the production and delivery of The Quirky's community radio and podcast content.

**Tasks:**

- Gathering and organising feedback or content ideas
- Assisting with promotion and social media support
- Recording and editing audio
- Hosting segments and supporting guest speakers
- Filming and content creation support as needed

**Training:**

- Audio software
- Safeguarding and consent





- Content planning and inclusive communication

**Report to:** Report to: Radio Lead (Suzanne Rippon)

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### **Café & Kitchen Volunteer**

**Overview:** Support kitchen and café service.

**Tasks:** Food/drink prep, cleaning, till use, dishes

**Training:** Food hygiene, allergen safety, customer service

**Report to:** Café Manager [Suzanne Rippon]

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### **Workshop/Event Assistant / Community Support**

**Overview:** Help with sessions and behind-the-scenes preparations. **Tasks:**

- Set up the space and materials
  - Welcome and support attendees
  - Assist the lead facilitator during the session
  - Tidy up and help reset the space afterwards
  - Safeguarding
  - Inclusive communication
- Training:**

**Report to:** Workshop Leader / Coordinator [Suzanne Rippon] [Yulina Watanabe]

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### **Workshop/Event Facilitator**

**Overview:** Plan and run your own Quirky session.

**Tasks:** Deliver session, engage group, flag concerns

**Training:** Trauma-aware facilitation, safeguarding

**Report to:** Project Lead [Suzanne Rippon] [Yulina Watanabe]

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### **Admin & Communications Support**



**Overview:** Support bookings, emails, and publicity, funding applications, fundraising.

**Tasks:** Inbox management, poster design, file storage, printing etc

**Training:** GDPR, Canva, communication tone

**Report to:** Admin and Communications Lead [Yulina Watanabe] [Suzanne Rippon]

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## Gardening & Outdoor Spaces

**Overview:** Maintain our garden and outdoor space.

**Tasks:** Watering, planting, weeding, accessible layout support

**Training:** Safe tool use, outdoor safety

**Report to:** Garden Lead [Suzanne Rippon]

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## Confirmation Form

By signing below, you confirm you've read and understood this handbook.

**Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_