



Missional Community

General Information & Requirements for Missional Community Volunteers

Grainery Care is the Community Services arm of The Grainery Church. Through the ministry of this vital organisation we can provide a helping hand to those who have been adversely affected by the challenges of life, abuse or their own poor choices.

Understanding the realities of financial difficulty, relationship struggles, the effects of emotional or physical abuse, anxiety and stress, loss & grief, the sudden onset of major illness, as well as many other issues faced in life, Grainery Care provides both a hand up and a strong support network while they journey through these complex and challenging times.

Grainery Care is a registered Charity with Tax Deductible Gift Recipient status, meaning that financial donations are tax deductible.

Vision Statement

“Life in all its fullness”

Employed staff members and a dedicated team of volunteer workers, seek to fulfil this vision of Grainery Care through the following current initiatives and programs:

Missional Community

A weekly café providing a free meal and support to the hungry, the lost and the lonely, as well as small groups aimed at discipleship.

Food Care

A shop providing free and cheap groceries to those in need – in particular, those on aged pensions, disability pensions, unemployment benefits, low income and, full time students.

Grainery Family Centre

A series of support groups and positive interventions aimed at strengthening individuals, marriages and families

Other Programs

Included but not limited to Prayer Ministry and Refugee Sponsorship and Settlement.

Grainery Care Team:

Grainery Care Chairman: Paul West

Missional Community Coordinator: David Kendall



Food Care Manager:	Peta Schneider
Community Dinner Leaders:	TBA
First Aid:	TBA

General Information and Requirements

Grainery Care is providing a “hand up” rather than a “hand out”.

Our goal is to see people empowered to rise up and live in personal freedom from the cycles of poverty, addiction, co-dependency and other life-crippling issues. Coupled with this, we seek to provide support and assistance to those struggling under adverse circumstances.

Keeping this in mind, the atmosphere we are building in Grainery Care is one of respect and “non-judgement” for every patron.

Volunteer Expression of Interest

This form needs to be completed with your current details, areas of interest and skills. The Missional Community Coordinator will organise a time to discuss your possible involvement.

Volunteer Confidentiality Agreement

It is mandatory that all Volunteers sign the Volunteer Confidentiality Agreement regarding information. Information regarding self-harm, harming others or suicide must be shared with the Coordinator or other available person in leadership e.g., the Community Dinner Leader.

This document (General Information & Requirements for Missional Community Volunteers) also needs to be dated and signed, agreeing with the policies for Grainery Care. Please hand these to The Missional Community Coordinator, or to Pastor Paul West.

Safe Churches

It will be mandatory for all staff and volunteers to have signed the Grainery Church Safe Churches Policy and attended the Grainery Church Safe Churches Training at the next available opportunity.

Emergency Procedures

Make sure you are aware of all emergency procedures specific to the location you are working in before you start your duties. Emergencies exit maps are located on walls around the Steel River campus.

Procedures will be explained to you by one of our Leaders. You must be aware of what you can and cannot do and what is your level of responsibility and authority.

Make sure you read specific instructions contained in your centre’s Policy and Procedure documents. More detailed information may be pointed out to you by a Leader but it is your responsibility to read them and be thoroughly familiar with them. The following are areas you should be familiar with:

Evacuation of the building.



Fire procedures – our evacuation point is on the grassed area along Murray Dwyer Circuit.

Incident & Accident Reporting

Grainery Care seeks your help in making our equipment, buildings and grounds as safe as possible for the people who use them.

Should an incident, injury or near injury occur, please complete an 'Incident Report Form', available from your Leader and return it to him/her

Infection Control

Normal health and hygiene procedures; e.g., regular hand washing must be followed to decrease any risk of the spread of infection. Care must be taken to avoid injuries from sharp objects such as needles, scissors or broken glass.

Refer to Food Preparation Information if you are working in the kitchen.

Unable to Attend Your Scheduled Duty

If you are unable to attend, please advise the Grainery Church Reception (4969 5557) as early as possible. Also, an SMS text should be sent ASAP to David Kendall on 0459100188.

Change of Personal Details

Please ensure that Grainery Care is informed of any change in your contact details, such as address or telephone number, so that we may maintain contact with you.

Dress and Appearance

Volunteers are to ensure that their appearance is appropriate for this particular environment. A clean and well-groomed Volunteer leads people to feel valued. For safety, closed in shoes are required.

Personal Behaviour

Volunteers are required to undertake their role in a professional, responsible, conscientious and ethical manner and to act in the best interests of Grainery Care. They are expected to act honestly in their role when dealing with patrons, suppliers, employees and fellow Volunteers. Volunteers are expected to be courteous, respectful and patient.

Communication Skills

Your role with the Community Dinners will have direct contact with the Patrons. It is important when communicating that you keep the following points in mind:

- A positive attitude.
- Remain polite at all times

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- Avoid false optimism but be realistic; most Patrons will be aware of their limitations and may need to be allowed to show distress.
- Be patient and flexible in your response to Patrons; some Patrons may need extra time to formulate a response; others will need to be asked to slow down and talk more clearly; don't be tempted to finish sentences for them.
- Some Patrons may not want to talk at all, make them feel welcome and included.
- We are to recognise that patrons are not here to be "fixed" through grace we accept them as they are and through relationship they lead us to serve them as required.

Volunteer / Patron Boundaries

Volunteers are expected to maintain proper boundaries with Patrons.

- Under no circumstances are personal phone numbers or personal addresses to be given out to Patrons.
- Under no circumstances are Volunteers to give patrons a lift home from any event without first informing the Leader in charge.
- No giving or receiving gifts of value.
- Volunteers are not to give money of any value irrespective of the story. Please refer to the Leader in charge.

Grievance between Volunteers

It is expected that as a first step, Volunteers will attempt to resolve the issues themselves. Where this is not appropriate or does not result in a satisfactory resolution, a more formal procedure can be applied.

The grievance resolution process will operate within the following principles:

- Confidentiality.
- Impartiality.
- Promptness.
- Sensitivity.
- Courtesy.
- Respect.

If a grievance cannot be resolved in an informal manner, a more formal procedure can be applied following the Matthew 18 principles.

Step 1: Involvement with the Community Dinner Coordinator, if that fails;

Step 2: Involvement with the Grainery Care Chairman.

Step 3: Involvement with the Grainery Care Committee.

Conflict in the Building Between Patrons

We do not allow or accept:

- Aggressive behaviour towards anyone at any time.
- High intoxication through drugs, alcohol or medications inhibiting self-control. Patrons who come in under the appearance of alcohol and or drugs / substances will be monitored by the Leader in charge and it will be under their discretion whether the Patron is asked to leave or whether they can remain.
- Any inappropriate behaviour towards other patrons or Volunteers. This includes any form of abuse, harassment or manipulation.
- If any violence or abuse takes place, all Volunteers are to go to the kitchen and lock the roller door and the servery as well as the door to the auditorium. If required, exit can be made through the door of the kitchen leading to the auditorium then into the parking area. If it is appropriate the Leader in charge may call the police.
- Under no circumstances are Volunteers to force, restrain or argue with Patrons. Any troubling behaviour is to be reported immediately to the Leader in charge.
- Offensive behaviour and language by Patrons, aimed at volunteers, will not be tolerated, and Volunteers have the right to ask politely to be spoken to in an appropriate manner. Speak with the Leader in charge if this persists.

Training

- If you identify any gaps in your training which you feel should be addressed, do not hesitate to advise the Coordinator or Leader in charge.
- Education seminars may be held from time to time and you are encouraged to attend if they are applicable to your duties.
- We believe an informed Volunteer is a committed and dedicated Volunteer. It is therefore in our best interests to invest in your training.

Children / Volunteers Under the Age of 18

- Children are always to be under the supervision of their own parents or the responsible adult who came with them.
- If children are not being properly supervised, please alert the Leader in charge.
- If Volunteers include children or school students, the following guidelines apply:

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- Children must always be under supervision when they go to the toilet or anywhere outside of the supervised areas.
- If closed in shoes are not worn, access to the kitchen or hot food service areas is to be denied.
- The 'out of bounds' areas (both auditoriums, all offices, small rooms, lounge, staff and children's and outside areas) must be carefully observed at all times.

Cafe Afternoon Set Up

- Due to the fact that Community Dinners are hosted in the Church working environment, all Volunteers are required to respect that Church staff are fulfilling their work responsibilities. Therefore, Volunteers are to avoid any unnecessary distractions or disruptions to Grainery Church staff.
- Sign in/out sheets need to be completed. They are located at the Information Desk.
- Tables to be set with drinks and disposable cups.
- Cleaning checklist to be taken into kitchen.
- Serving area to be set in the servery. Place sanitiser here.
- If there are any food items for patrons to take home; e.g., leftovers, bread and fruit, these will be handed out during the night on a "needs" basis.
- Music and DVD to be set up for Grainery News and Testimony dvd's. This is to be done only by authorised music techs.

Kitchen Volunteers

- Community Dinner Leader is in charge of overseeing the kitchen for the evening.
- Delegation of duties is set by the Leader.
- Volunteers will need to follow hand cleaning procedures.
- The use closed in shoes is required.
- Lighting gas appliances, preparation of any vegetables which require the use of a knife, reheating of foods, hot water for tea and coffee and cold drinks, not to be done by children / youth.
- Ensure there are enough plates, cups and serviettes, etc., for the evening and place them in the serving area.
- All items that are needed to be restocked and purchased need to be notified to the Leader.
- Please also read through the Food preparation guidelines

Suggested Community Dinner Program

5:15pm – 6pm Prayer and organisation group meeting for Volunteers.

- All Volunteers' personal possessions are to be placed in the kitchen for safety purposes. If you are able, please do not bring anything of value – leave valuables in your car. Whilst all care is taken, Grainery Care cannot take responsibility for your belongings.
- Team Meeting in the Cafe
- All Volunteers to report to the Leader as they arrive, sign in, name tags and role delegation.
- Team Leader will delegate;
- 3-4 Volunteers to kitchen
- Volunteers will be given a table to sit at for the evening.
- Where numbers of Volunteers are high, it is advisable to pair Volunteers up to a table. They are to engage Patrons in meaningful conversation and offer help, support or referral as necessary.
- Volunteers are to monitor toilets for cleanliness and toilet rolls, and for safety. No one is to loiter in the hallway near the toilets.

6:15pm Patrons are Seated

- Volunteers to welcome Patrons and encourage them to take a seat.
- No bikes are to be brought into the dining area.
- When serving hot drinks the maximum amount of sugar given to Patrons is three sugar serves for one (1) hot drink given.
- When we have a person speaking to the whole group, please keep movement to a minimum and encourage Patrons to listen. The "Whiteboard Program" will run from 6:15pm to approximately 6:45pm
- First Course will be served soon after 6:45pm, once the Leader has said Grace.
- Volunteers are also encouraged to sit with Patrons and chat. Depending on the volume of Patrons and food, Volunteers are welcome to have a meal with Patrons.
- Under no circumstances are Patrons to be given "take away meals" unless the Leader in charge has announced this.

7:15pm doors close

All remaining Patrons are required to vacate the dining area, either to leave for home, or to relocate to the Lounge area for the Missional Connect part of the program. Pack up/clean-up is to be undertaken now. Kitchen cleaned, folding tables placed in auditorium, Café tables and chairs re-set.

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Where possible Volunteers are asked to remain until all cleaning, packing up and debriefing have been completed, after the Missional Connect time.

Debrief includes; praise points, concerns, reminders and prayer. These times of debriefing are vital to team building

Cleaning and Packing Up:

- Café area to be left spotless – coffee / tea, etc., put away
- All benches and tables to be wiped down with sanitiser.
- Tables to be put away, round Café tables and chairs to be re-set.
- Two (2) people required to carry a table, if necessary
- Shop items to be taken down and sent back to the Grainery Care Centre.
- Lounges and furniture to be set up for “Mums and Bubs”/Cafe on the following day.
- Floors to be swept and, if necessary, mopped.
- Garbage to be taken out and kitchen to be left spotless, all extra food to be removed.
- Bathrooms to be checked for cleanliness.
- Cleaning checklist to be completed.
- Volunteer debrief, this is a time to discuss any issues, suggestions or praise points that may have arisen during the evening.

The use of specific coloured cloths for cleaning is required for different areas of cleaning;

- Blue = sink and washing dishes
- Red = cleaning benches and tables
- Green = food spills on floors
- Yellow = general use of wiping stove tops.

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I acknowledge and have read the guidelines and will act in accordance with them as a volunteer at Missional Community.

Full Name _____

Signature _____ Date _____