



VOLUNTEER HANDBOOK

1. Welcome to Migrateful!

Migrateful helps refugees and asylum seekers on their journey to employment and independence and promotes integration. It runs cookery classes led by migrant chefs struggling to integrate and access employment due to legal and linguistic barriers. The cookery classes provide ideal conditions not just for learning English and building confidence but also for promoting contact with the wider community.

The idea

Jess Thompson, the founder of Migrateful, came up with the idea while working with a group of refugee women at a Time Bank project in Tower Hamlets. The women in the group were all very qualified but were unemployed because of language barriers and because their qualifications were not recognised here in the UK. When asked about the skills they could share with the group, many of them said they could cook. Later, as everyone sat sharing their various traditional foods, and discussing what they could do, the Migrateful idea was born – the cooking skills of the refugee community and our universal love of food could be harnessed to bring people together.

Chef training

We train our chefs through weekly workshops, taking them on a journey from passionate home cook to confident cookery class teacher. Sessions begin with English conversation or confidence building exercises. Participants then take it in turns to teach the rest of the group to cook their traditional cuisine, before all sitting down together to share the meal they have prepared, building connections and further developing their English.

Cookery classes

When our chefs feel ready, they are supported to deliver evening cookery classes to paying customers. The classes are most of the time open to all and hosted in cafes but we also offer private classes for companies or individuals to organise in their offices, homes or hired venues. Each class lasts around three hours, with an average of ten paying participants per class.

2. Purpose of this handbook

We look forward to having you join us and much appreciate your offer of help!

This document sets out the principles by which Migrateful works with volunteers, what volunteers can expect from us and what we expect from them in return.

3. Volunteers

Migrateful volunteers freely choose to give their time to help us achieve our aims, without payment or expectation of payment. The arrangement is voluntary on both sides. Either side can bring it to an end.

These are the main roles Migrateful offers to our volunteer:

- **Cookery classes** – helping with setting up the space, welcoming the participants, keeping the space clear during the class, making sure all participants have a job and are enjoying themselves, taking notes on recipes, taking pictures, washing up and packing up (and sharing the delicious meal prepared during the class!). Classes are normally held several evenings per week, some are during the day.
- **Chef training** – supporting the chefs with various activities, taking part in the workshops, keeping the space clear, taking notes on recipes, taking pictures, washing up and packing up (and sharing the delicious meals prepared during the session). Chef training sessions are normally held weekly 9.30am - 2pm on Tuesdays in Elephant and Castle.
- **Office based roles** – for example helping out with PR, marketing, or writing funding proposals;
- **Mentoring, English teaching** – providing one to one support to our chefs;
- **Other support roles** – for example transporting chefs to doctor's appointments.

The last two roles, given their more sensitive nature, will require additional checks to be undertaken (described below).

Migrateful seeks and values volunteers who have:

- A genuine interest in supporting vulnerable migrants and in promoting integration;
- Commitment and reliability;
- A keen sense of initiative, positive attitude and willingness to get your hands dirty.

We cannot accept as volunteers those who are not willing to commit to our aims and objectives, or who we believe to be unsuitable for volunteering with us.

Our classes and chef training sessions are designed to be safe spaces for the vulnerable people we are working with. Some of them are in very difficult situations because of their legal status and often traumatic experiences. Please be mindful of this when talking about topics such as migration, sexual assault, war etc.

We ask that you please refrain from exchanging numbers and making direct contact with the chefs outside of a Migrateful event without checking with staff beforehand.

4. Equality and Diversity

The selection of volunteers is always carried out without regard to: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex; and sexual orientation. Our full Equal Opportunities policy can be found [here](#).

5. Migrateful's Safeguarding Policies

The safety of our chefs is paramount. Our Safeguarding Policy gives clear procedures on responding to concerns regarding the safeguarding and protection of vulnerable adults. All our volunteers must confirm that they have read, understood and agree to abide by our policy and procedures in this regard. Our Safeguarding Policy can be accessed [here](#).

6. Recruitment and appointment of new volunteers

New volunteers sign up by completing our online application form and confirming that they have read, understood, and agree to abide by all our relevant policies and procedures.

For some of our volunteering roles, such as helping out at classes or chef training, once you have signed up you can start straight away. For others, such as mentoring, we will need to carry out further screening before you can start in your role. If a volunteer wishes to undertake one of these roles, they will need to provide references, be DBS checked, and attend a Migrateful induction session. Only when the background checks and training have been fully completed, and it is agreed that the volunteer is suitable for the role, are they able to start. If a volunteer has indicated when they sign up that they are interested in doing one of these roles, we will be in touch with them about these additional procedures.

7. Training

Washing up doesn't require much training! When you sign up for the first time to help with a class or chef training session, the facilitator running the class or training session will run through with you what your tasks are and what is expected of you before the class or session begins.

For other roles which require training, such as mentoring, volunteers will be required to attend a Migrateful induction session prior to starting. We will let volunteers know when the next session is scheduled.

8. Signing up to jobs

Standard volunteering roles (washing up and helping out at chef training) are advertised in our volunteer newsletter, which is sent out regularly to volunteers. Volunteers are able to sign up to particular volunteering slots online.

For more specialist roles, we will from time to time contact just those people who have indicated they are willing to help in those areas (eg fundraising or PR) to ask for their assistance.

9. Health and Safety

Migrateful will ensure that all volunteers are provided with the appropriate information, supervision and training required to enable them to complete their voluntary role safely. This includes providing suitable procedures and guidance, which is outlined in our [Health and Safety Policy](#).

Volunteers must take reasonable care of themselves and others while volunteering for Migrateful and follow any health and safety advice given for their role. Volunteers should cooperate with Migrateful on health and safety matters and immediately report accidents/incidents (including near misses – accidents/incidents that may have led to injury).

10. Expenses

Migrateful is a small charity with limited funds. As a result, it is not standardly able to reimburse volunteers' out-of-pocket expenses. In exceptional circumstances, we may be able to reimburse some costs, depending on our budget, the nature of the expenditure and the volunteer's own needs. This is done at the discretion of the Chief Executive and must always be agreed in advance of the expenditure being incurred.

11. Insurance

Migrateful provides Employer's Liability, Public Liability and Professional Indemnity cover for all volunteers whilst working on Migrateful activities. **Migrateful does not provide motor insurance cover.**

All volunteers that hold Business Class motor insurance should be automatically covered for their work on behalf of Migrateful. However, if their insurance is limited to social and domestic use then they will have to discuss their role as a Migrateful volunteer with their

insurance company to ensure that they are fully covered. In all cases it is the volunteer's responsibility to ensure that they have adequate motor insurance cover.

12. Confidentiality, copyright and data protection issues

All volunteers are required to comply with Migrateful's Confidentiality Policy with regard to their dealings with our chefs, and to keep confidential any Migrateful information they become aware of through their volunteering that is not in the public domain. Office volunteers will be asked to sign an agreement to this effect as the role will require access to Migrateful's records and email.

Volunteers are required to assign copyright to Migrateful of any work produced as part of their volunteering role or activity.

Migrateful, in complying with the General Data Protection Regulation 2018, will treat in confidence the information it holds about volunteers. The information will be held only so long as there is a legitimate business purpose for doing so. Volunteers have the right to request to see all the information held about them by Migrateful.

Volunteer information, such as application forms, references and any reports regarding conduct concerns, will be stored in a safe and secure location.

Our full confidentiality policy can be found [here](#).

13. Leaving Migrateful

Volunteers are free to cease volunteering with Migrateful at any time. It is possible that there may also be times when Migrateful asks a volunteer to cease volunteering for various reasons. Wherever possible we will offer the volunteer the opportunity to feedback before leaving their role and ensure they are properly thanked for their contribution.

14. Volunteer feedback

We highly value feedback from our volunteers, who are in a great position to give us helpful suggestions as to how we can improve. From time to time we hold meetings and events for our volunteers, to give them an opportunity to give us their feedback, and for us to say thank you to them. If a volunteer has any comments or suggestions at any time, these should be passed to our team at bookings@migrateful.org

Should a volunteer wish to make a complaint, they are invited to put it in writing and send it to bookings@migrateful.org A response will be received within 14 days.

15. Volunteer Agreement

All volunteers must read and agree to the Volunteer Agreement before they can start.

The Volunteer Agreement is binding in honour only and there is no intention to create a contract of employment between Migrateful and its volunteers.