the little orange book

for Migrateful Class Sidekicks

www.migrateful.org | volunteer@migrateful.org
welcome and thank you!

Thank you for your interest in becoming a Migrateful Volunteer or in more exciting terms: a Class Sidekick!

We couldn’t stress it enough: the support of our volunteers in running our chefs’ cookery classes has made a world of difference in the lives of the refugees and migrants who belong to the Migrateful family.

This handbook sets out our principles for working with volunteers, what volunteers can expect from us and what we expect from them in return.

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Support refugees and asylum seekers on their journey to employment, independence & integration. Run cookery classes led by migrant chefs struggling to integrate and access employment due to legal and linguistic barriers. Provide ideal conditions, not just for learning English and building confidence but also for promoting contact with the wider community.

The concept for Migrateful came at a London skill exchange project for refugee women set up by our founder, Jess Thompson.

The group were highly skilled yet unemployed due to language barriers and qualifications unrecognised in the UK. Cooking was a common ability amongst them and as they sat sharing with each other about different traditional dishes, the Migrateful idea was born.

**our mission**

- Support refugees and asylum seekers on their journey to employment, independence & integration.
- Run cookery classes led by migrant chefs struggling to integrate and access employment due to legal and linguistic barriers.
- Provide ideal conditions, not just for learning English and building confidence but also for promoting contact with the wider community.
look at us now!
Since its inception in 2017, Migrateful has run 2,000+ cookery classes across 4 locations - London, Bristol, Kent and Brighton.

We’ve supported 55+ chefs from all over the world including Iran, Eritrea, China, The Philippines, Nigeria, Bangladesh, Pakistan, Syria, Sri Lanka, Ukraine and Cuba.

our chefs’ journey: from training to classes
Regular training workshops help to prepare our chefs to be confident teachers. These feature English language exercises and allow chefs to learn from as well as build connections with each other.

When our chefs feel ready, they are then supported by a facilitator to deliver cookery classes to paying customers that last around 3 hours (4.5 for volunteers) and take place across multiple venues including our cookery school in Clerkenwell, London.
what happens in a class?

Classes typically run like this:

**TEAM ARRIVAL & SET UP**
Chef, facilitator & volunteers arrive 1.5 hours before class. Facilitator & volunteers support the chef in setting up cooking stations & the dinner table.

**GUEST ARRIVAL & INTROS**
Facilitator starts with brief intro speech & icebreaker to get to know everyone. The chef will introduce themselves & the menu.

**CLASS PROPER**
The chef will lead the group in making each dish. One volunteer will also make food at their own station. Other volunteers will clear stations by throwing away food scraps & cleaning equipment.

**TABLE PREPS**
While cooking is finishing up, facilitators & volunteers will prepare the table for dining.

**MEAL TIME (YAYYY!)**
Once the dishes are done, everyone (including the chef, facilitator & volunteers) sit down to enjoy the dishes.

**KITCHEN CLEAN UP**
As participants & the chef begin to leave, facilitator & volunteers start to clean up.

**SHUT DOWN & LOCK UP**
Volunteer shift is complete once the area is clean and volunteers & facilitators lock up and leave the venue.
what we need from you

Class Sidekicks are an essential part of each and every class. In order to run them and support our chefs, we rely on the generosity of people like you as well as...

- Genuine interest in supporting vulnerable migrants & promoting integration.
- Commitment to reliability*.
- Keen sense of initiative, positive attitude & willingness to get your hands dirty!

*Every dropped volunteer shift costs Migrateful £75.

class sidekick tasks

Facilitators will run volunteers through tasks and what’s expected at the beginning of their first shift. The main volunteer responsibilities during classes are:

- Helping with set up of the space & cooking stations.
- Welcoming participants & ensuring they enjoy themselves.
- Keeping stations clear & clean by removing food scraps & cleaning equipment.
- Washing up & helping facilitator pack up.
- Enjoying delicious meal prepared during class!

other roles

- **Office based** - Includes fundraising, blog & recipe writing. Check our website for opportunities.
- **Chef support** - Includes mentoring & providing one to one support.
- If you want to undertake a specialist role like these, you’ll need to provide references, be DBS checked & attend a Migrateful induction session. You’ll also need to be approved by us as suitable for the role. If you’ve indicated your interest on your sign up, we’ll be in touch.
please be mindful

Volunteering with us requires sensitivity and respect for our values. Here are some things to remember:

- The arrangement is voluntary on both sides. We cannot accept volunteers who won’t commit to our aims & objectives or who we believe are unsuitable for volunteering. Migrateful reserves the right to cancel volunteer agreements.
- Our classes & training are designed to be safe spaces for vulnerable people. Some are in very difficult situations & often traumatic experiences. Be mindful of this when talking about sensitive topics such as migration, sexual assault, war, etc.
- Refrain from exchanging numbers and making direct contact with the chefs outside a Migrateful event.
- Our chefs & facilitators have experience and expertise. Their instructions should be respected & followed by volunteers at all times. While we value feedback, we ask that this is given outside of classes.

where to volunteer

There are a number of different venues where volunteers are needed:

- The Migrateful Cookery School in Clerkenwell
- St. Ethelburga's Centre for Reconciliation & Peace in Bishopsgate
- Holdspace in Angel
- All Saints Church in Peckham
- The Migrateful office in Clerkenwell
signing up to classes

You can either sign up to one-off shifts or commit to our 6-week cycles as part of The Orange Onion Club and receive rewards & perks:

- **The Orange Onion Club:** Sign up to 5.5 hours per week for 6 weeks with a regular team of 4 volunteers. Choose a time slot & location which suits you & apply through our site. You will then be emailed an Eventbrite link where you book your cycle.

- **One-off shifts:** New volunteers register on the Migrateful website by filling out an application form & agreeing to our policies & procedures. You will then be added to our database & made eligible to sign up for classes. You will receive pre-event information 5 days before a class.
cancelling a shift

Because we rely on our volunteers to support our chefs and facilitators throughout classes, we need to know, with as much advance as possible, if volunteers are unable to attend their shift.

Volunteers should:

- Be mindful not to book a shift if there is a risk of cancellation.
- Remember that every last minute volunteer cancellation costs Migrateful £75 & that volunteers are responsible for helping to find someone to cover your shift.
- Email volunteers@migrateful.org and contact your class facilitator to notify the team that you are unable to attend your shift.
- Contact your Orange Onion Club team to alert them too, if you are signed up to the program.
- Post in the Migrateful Volunteers Facebook Group or ask a trusted friend/colleague to help find cover. If you are able to find someone, send their full name, phone number & email address to volunteers@migrateful.org.
- If you can’t find cover within 3 days of your volunteer shift, contact Migrateful to put out an urgent request.

leaving Migrateful

You are free to finish volunteering with Migrateful at any time. Migrateful may also ask a volunteer to finish for various reasons. Wherever possible we will offer volunteers the opportunity to feedback before leaving & ensure they are properly thanked for their contribution.
**meet the team**

Here’s some info on Migrateful team members who volunteers will be in contact with outside of classes:

- **Facilitators** - Each class has one, they are responsible for helping the chefs run their cookery classes smoothly & are the volunteer point of contact should you have any questions before or during your shift. Their job includes equipment set up, welcoming participants, creating a friendly atmosphere, introducing Migrateful, clearing & cleaning up and giving feedback on the class & volunteers.

- **Office Team** - Your main contact point is the Cookery Class Coordinator who can be reached on volunteers@migrateful.org. They oversee all of Migrateful’s cookery classes and volunteer management.

If you have further questions...

- About private & corporate classes, you can email our Events Coordinator at bookings@migrateful.org
- About general enquiries or finance you can email hello@migrateful.org
- You can also learn more about the office team and our trustees on our website.

**expenses**

Migrateful is a small charity and isn’t able to cover travel expenses - including parking - any costs incurred when getting to the venue won't be reimbursed.

**we want to hear from you**

We value feedback from our volunteers and recognise that you are in a unique position to give us suggestions as to how we can improve. If you have any comments, suggestions, or would like to make a complaint, please email volunteers@migrateful.org.
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.

equality & diversity

Our 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.

health & 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. All Migrateful facilitators hold a Level 2 Food Safety certification and chefs undergo training in food hygiene as part of our Chef Training course. For further procedures and guidance, please refer to our Health and Safety Policy.

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.

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).
**confidentiality, copyright & data protection**

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. Those who hold office-based volunteer roles 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](#).

**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.