GIFT
Give It Forward Today

VOLUNTEER HANDBOOK

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WELCOME & INTRODUCTION

About GIFT

GIFT's mission is to inspire and enable lifelong giving, and our volunteers are at the heart of making this happen!

Across London, Manchester and Israel we inspire and enable lifelong giving, creating a community that is engaged, supported and empowered through acts of kindness and the gift of giving.

"It's what we give to others, more than what we get from others, which makes for a meaningful and happy life". Lord Rabbi Jonathan Sacks

With over 8,600 incredible volunteers, our work just wouldn't be possible without people like you. Every meal packed, every parcel delivered, and every act of kindness contributes to making a real difference in someone's life.

WAYS TO GET INVOLVED

Volunteer Opportunities with GIFT

Whether you love packing, cooking, chatting, or tutoring, there's something for everyone!

Weekly Food Packing

Join us Monday to Friday to pack food parcels for families in need. Make new friends while giving back.

After School Group Packing

Students can pack with friends, earn volunteer hours like Duke of Edinburgh or Yoni Jesner, and help your community. Each year group has its own night.

Helping Hand

Support families with light home help and fun time with children. Perfect for hands-on helpers.

Sunday Family Packing

Spend Sunday mornings with your family doing good. Fun, meaningful, and perfect for all ages.

Bnei Mitzvah Volunteering

Special volunteering for Bar and Bat Mitzvah students. Give back while preparing for your big day.

The Giving Kitchen

Love to cook? Make meals for vulnerable individuals. Cook with heart and serve with joy.

GIFT Box Ambassador

Pick up food donations from local shops and deliver them to the GIFT Hub. Be a vital part of the giving chain.

Weekly Deliveries

Flexible food parcel deliveries during the week. Quick, easy, and impactful.

Giving Kitchen Deliveries

Deliver hot meals on Tuesdays or Wednesdays between 2 and 5 PM. A small act that makes a big difference.

Befriending

Brighten someone's day with a chat, walk, or visit. A little kindness goes a long way.

Tutoring and Homework Help

Love a subject? Support students online or in person. Join Homework Club for a friendly and supportive vibe.

Cuppa Kindness

Make sandwiches and share smiles at a social club for vulnerable individuals.

Men Kind

Monthly men's volunteering group. Pack, chop, and connect while doing good.

TGIS Thank GIFT It's Sunday

Join family-friendly Sunday activities like care home visits, food packing, or card-making.

Price Checkers

Search for the best food prices to help families get more for less.

Green Closet

High school students sell second-hand clothes online. Proceeds help families buy children's clothing.

Supporting Each Other

At GIFT, we are committed to fostering a positive, respectful, and supportive environment for all our volunteers.

Volunteer Agreement

We're really looking forward to having you as part of the GIFT team.

Before getting started, we kindly ask all volunteers to review and sign our Volunteer Agreement. It outlines your role and sets out the mutual expectations between you and GIFT, helping ensure a smooth and positive experience for everyone.

Once completed, you'll be all set to begin!

VOLUNTEER POLICIES & PROCEDURES

Safety, Health and Welfare

At GIFT, your wellbeing is important to us. We want you to feel safe, supported and confident while volunteering, and we care about the wellbeing of everyone involved in our activities.

While you are volunteering, please keep the following in mind:

- Look after yourself and those around you
- Follow our Health and Safety guidance and work with staff to help keep things running smoothly
- Know what to do in an emergency and who you can reach out to for support
- Let us know if something does not seem right, whether it is an accident, near-miss or a concern
- Keep an eye out for any hazards in your environment and report them to the team
- If you are ever unsure about how to do something safely, just ask—we are here to help
- DBS (Green)
- Compulsory 16+
- Adult of child also DBS

Confidentiality & Data Protection

At GIFT, we are committed to ensuring that all volunteers understand the importance of confidentiality and data protection. Volunteers may have access to sensitive or personal information about individuals, families, donors, and fellow volunteers. It is essential that this information is handled responsibly, securely, and in compliance with data protection laws.

Safeguarding

We are committed to making sure everyone feels safe, respected and supported—especially children, young people and vulnerable adults. As a volunteer, you play a key role in creating that safe environment.

Here is how you can help:

- Try not to be alone with children or vulnerable adults
- Be aware of any signs that someone might need help
- If something feels off, let the safeguarding team or a senior staff member know
- Your role is to share concerns, not to take action on your own
- Keep information private and only speak to the appropriate team
- If you have any questions or need to talk, the Volunteer Team is here for you at volunteer@jgift.org or you can reach out to our Designated Safeguarding Lead, Shira Joseph, at 07801 953 207 or shira@jgift.org. For more details, you can refer to our full Safeguarding Policy at any time.

Volunteer Responsibilities

- Only collect, use, or access personal data when necessary for the role.
- Keep any personal data secure - do not leave documents unattended or share login details.
- Do not store personal information on personal devices (e.g., phones, laptops).
- Report any data breaches (e.g., lost documents, unauthorised access) to GIFT staff contact immediately.
- When in doubt, ask before recording, sharing, or storing data.

GIFT is committed to handling all personal data in line with the UK General Data Protection Regulation (UK GDPR) and Data Protection Act 2018.

GIFTs Volunteer Confidentiality Agreement ensures the protection of sensitive information.

By signing the Volunteer Confidentiality Agreement, volunteers confirm that they understand and agree to follow GIFT's confidentiality and data protection policies, will handle all personal and sensitive information responsibly and will seek guidance if unsure about sharing any information.

Equality & Diversity

GIFT is committed to creating an inclusive and welcoming environment where all volunteers, staff and the people we support are treated with respect, dignity and fairness.

Our Commitment

We value diversity and believe that everyone should be treated with respect, fairness, and dignity, regardless of age, disability, gender, race, religion, sexual orientation, or any other characteristic protected under the Equality Act 2010.

We do not tolerate discrimination, harassment, or bullying in any form. All volunteers are expected to uphold these values and contribute to a positive and respectful atmosphere.

This statement is a guiding principle rather than a legally binding policy, but it reflects our commitment to creating a supportive and inclusive community for all.

Raising Concerns

If you **witness** or **experience** any form of discrimination, bullying, or harassment, we encourage you to:

- Report it to your designated GIFT staff contact or a senior team member.
- Know that you are protected - We will handle concerns fairly and confidentially.
- Help uphold our values - We all have a role in ensuring GIFT remains a safe, inclusive space

SUPPORT & DEVELOPMENT

Volunteer Induction

GIFT carries out volunteer inductions to introduce new volunteers to GIFT, helping them feel part of the team, ensuring they have all the information they need to know their role, work confidently and effectively, as well as having a good volunteering experience.

Depending on the volunteering role and size of the volunteering group, the induction may be at the initial meeting or over a longer period of time. Depending on the role, the induction may be in the GIFT Hub, office or in the place where the volunteering will take place. Groups are shown the 'Welcome to GIFT Volunteering' film covering essential information, practical guidance and Health & Safety procedures.

Each volunteer is given a copy of the GIFT Volunteer Welcome Booklet. They are also given online access to this Handbook.

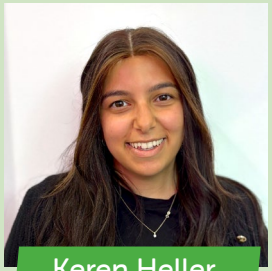
Volunteer Training & Development

We believe in empowering our volunteers with the skills and knowledge they need to thrive. Whether through hands-on training, workshops, or ongoing support, we're committed to helping you grow. We encourage continuous learning and will provide opportunities to develop both personally and professionally during your time with us

WHO'S WHO IN GIFT VOLUNTEERING

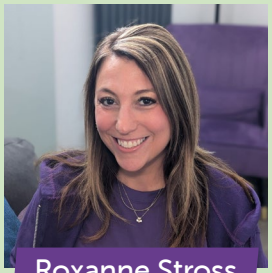
Our staff volunteering team includes:

Carly Sandford
Head of Volunteering
carly@jgift.org



Keren Heller
Volunteer Development Manager
volunteer@jgift.org

Michelle Eliasov
Family Liaison Officer
services@jgift.org



Roxanne Stross
Community Engagement
roxanne@jgift.org

If volunteers have any questions or concerns, they may reach out at volunteer@jgift.org

APPENDICES

Key Policies

Click below to view policies:

- GIFT Health and Safety Policy
- GIFT Safeguarding Policy
- GIFT Equality and Diversity Policy
- GIFT Bullying and Harassment Policy

STAY CONNECTED

Hear all about our latest initiatives and campaigns.

Visit: www.jgift.org

Call: 020 8457 4429

Email: volunteer@jgift.org

@GIFTCharity