



Support network for the
Jewish community by
the Jewish community

Volunteer Pack



01273 747722

www.helping-hands.org

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"My three clients were all married for over 60 years and are missing their partners."

"Seeing the client cheer up is so rewarding."

"It's not much but I hope it makes a small difference."

"I feel privileged to have met some inspirational people at Helping Hands"

"Friendship and learning about someone else's life."

"A sense of satisfaction that I've been able to help someone."

"It's just a really nice thing to do."

"It makes my problems seem much smaller."



Welcome to



In this pack you will find information on volunteering. Helping Hands could not do all we do without our volunteers.

We always need more help and have many ways for you to get involved. You can make a difference to other people's lives - from just an hour a week. Also we are always looking for volunteers to help behind the scenes.

We hope that we have included enough information to give you an idea of how we work and how as a volunteer you can contribute.

For more information:

Visit our website: **www.helping-hands.org**

Or email us on:

helpinghands4sussex@gmail.com

Or give us a call on: **01273 747722**

We look forward to hearing from you very soon.

The Aims of Helping Hands



1.

The aim of Helping Hands is to provide care and assistance both in practical and emotional terms for everyone across the community, i.e. visiting or phoning someone who is lonely, shopping for the house bound, transport for medical appointments and much, much more.

2.

This is accomplished by creating a database to connect volunteers from across the community to volunteering opportunities.

3.

Each volunteer has agreed to help out in whatever way they feel most able, within the time limits of that person and after suitable briefing.

4.

All volunteers have the benefit of their own support network from within Helping Hands as well as from outside professionals who are available when needed.

5.

Helping Hands has become known as a caring, efficient and confidential service that can be relied upon by everyone concerned. However, we are not a professional carers' organisation. As we rely on volunteers, clients and their families should not assume that the support we offer is guaranteed to be available immediately.

6.

Helping Hands volunteers cannot administer medication to clients under any circumstances or undertake any domestic responsibilities.

7.

Helping Hands supplements the work already carried out within the community by working alongside established organisations and by providing additional volunteers wherever they are needed.

8.

We maintain the database of volunteers and clients and co-ordinate the help that is required by matching those that need with those that volunteer. If necessary, we liaise with the various professional bodies within the community.

2.

3.

How you can help as a volunteer

- Befriending
- Visiting the housebound
- Visiting hospitals
- Help with shopping
- Transport
- Practical help in the home
- Sunday Teas every other month
- Sensitive Help Line
- Keeping in contact through the telephone
- Accompanying to appointments
- Community information Help Line
- Home hospitality for students
- Financial and Legal form filling
- Bereavement support



It is important that you feel happy and comfortable in the help you are giving to Helping Hands.

Please do not hesitate to contact us if you feel that you are unable to continue with your present client and would like to help in some other way.

When visiting clients you are required to carry a Helping Hands Identity Card for which a passport size photo is required. This must be shown to the client upon entering their premises.

It is very important to maintain confidentiality at all times and also important to be punctual when visiting a client. Please phone both your client and Helping Hands if there are any problems in keeping your appointments.

If you know of anyone who wishes to help Helping Hands, please let us know. If you feel you are unable to continue to help Helping Hands please do not hesitate to contact us.

Once you have established a relationship with your client, you can continue to arrange visits yourself. When you phone your client, always make sure you dial 141 before the client's number, keeping yours hidden and NEVER give out your personal telephone number.

Please report to Helping Hands on how your visits are progressing on a regular basis. If a client needs to contact a volunteer, they can do so through the Helping Hands line.

If you hear of anyone who you think Helping Hands can help, please let us know.

As a
Volunteer



10

Reasons to volunteer

1. You can't help everyone, but everyone can help someone.
2. You will make a big difference - Every person counts.
3. Connect to our community and feel involved.
4. Volunteering strengthens our community.
5. You'll meet new people.
6. You'll be a part of a team.
7. A little time goes a long way.
8. Volunteers say they get more out of it than they put in.
9. It's good for you.
10. It's a Mitzvah.



From a 'client's' point of view

I would like to tell you a little bit about how Helping Hands has been a lifeline for me in so many ways. I became ill with ME so many years ago and with it came the debilitating symptoms that led to my becoming housebound, being retired from work, and more isolated from friends and community.

Sarah Wilks from Helping Hands came round to meet me and talk about the kind of help that I thought I would need and what she felt Helping Hands could offer. Befriending seemed to be an answer to my isolation and loss of friends over the time that I had become ill. The initial help from Sarah was invaluable in finding the right person to replace that loss of friends I had experienced. Isolation and loneliness seem to come hand in hand with ill health and growing older. Family cannot always be there for you and having someone special can make all the difference and prevent one from becoming more withdrawn and even depressed.

Finding the right person for you, and that works both ways, is important and this does not always happen on the first attempt to introduce you. One should not be afraid to say if you do not feel comfortable or if you do not think the befriender you have met is right for you. It's not being ungrateful or fussy but realistic that you might be right for one another.

I always think one's intuition is something not to take lightly and trust in your judgment and of course this works both ways. Good communication and friendliness is very important.

I was able to tell Sarah that I had become isolated from friends I had from work, and other friends in the community. ME was in its early days of recognition and not everyone understood. Sarah had great insight into my needs and this meant she was able to do her best in finding just that right person for me. Call it intuition and skill on her part too.

It is also important to say what one might need and as I use a wheelchair outdoors this was an essential part of me. It had not been easy from being an active individual in society to asking for help and support. Isolation can make one feel withdrawn and anxious about going out and about again and I really missed that activity in my life that I had taken for granted and always enjoyed. A trip to the shops had lost their pleasure or just going out with a friend to sit in a café, someone to be able to share the highs and lows of life. I missed all of that so much.

I have been fortunate to have Jessica who has been a constant and very special befriender. It's been important to us to have a routine with some flexibility being aware that the befriender has her own life and family. That's why knowing what one wants from the relationship and what one can receive in return is important. I also hope it is a two way experience. The support has been of the greatest value to me and the friendship which has grown over the years too. Boundaries are important too and it's good to set those right at the beginning of any help that is offered. I have been very fortunate to have met someone who has become constant and who has very special qualities.

Jessica is fulfilling a very important Mitzvah in what she has given to me over the years. Befriending can provide a very special kind of relationship between the Helper and Receiver. I have benefited so very much from this relationship.

Everyone will have their special needs and hopes and Helping Hands has succeeded in fulfilling some of those for me. I would like to say a big thank you to both Helping Hands but an even bigger thank you to Jessica for her special role in my life.

Elizabeth Bex



It is sometimes hard to believe that we started Helping Hands with nothing more than a mobile phone and a wealth of good intentions. Today Helping Hands is a staple of the local Jewish community and, with the support of its volunteers continues to grow.

Run entirely by volunteers, Helping Hands is a reminder that in a time when the world seems to be bleak and full of despair, it is the seemingly small gestures that can make a big difference and that with opportunity and hope, almost anything is possible.

Thank you to everyone for your continued support.

Sarah & Liz

Postal address and contact details:

3/80 Langdale Road
HOVE
East Sussex
BN3 4HP
Phone: 01273 747722
E-mail: helpinghands4sussex@gmail.com
Web: www.helping-hands.org
Charity No: 1117001

Interested in volunteering with us? Fill in the questionnaire and pop it in the post to us.

Name:

Address:

Tel No:

Email Address:

Age: 20-30 / 30-40 / 40-50 / 50-60 / 60 plus

Member of Congregation:

The help you can give:

.....

.....

How much time can you give? hours per day / week / month

I would like to help with: (please tick one or more boxes)

Shopping Driving Children DIY

Admin Befriending Young families Legal

CRB check: Do you have any objections to a DBS check, where necessary, before becoming an official volunteer of Helping Hands?

Yes/No

References: Could you please give name and phone number of two people (not relatives) that we may contact:

.....

Confidentiality: I,, agree to keep all information regarding any personal details of any client visits I make on behalf of Helping Hands strictly confidential.

Signed: Date:



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