

## Volunteer Guide



Welcome to 422 Community Hub, and thank you for choosing to be a part of the 422 Community Hub volunteer team!

422 Community Hub is a vibrant, welcoming community space in Longsight, Manchester, brought to life by Manchester Vineyard and hundreds of community supporters. What was once a neglected building has been transformed into a thriving hub that includes a community cafe, a range of free programmes, and spaces that support wellbeing, connection, and opportunity for people of all ages and backgrounds.

Your time and contribution are essential in helping us meet our mission to tackle poverty, reduce social isolation, and create a place where every person feels valued and supported.

At 422, our vision is rooted in **compassion**, **hope**, and **community**. Volunteering with us means more than just giving your time—it means joining a diverse and passionate team committed to making a real difference. Whether you're helping in Stay & Play sessions, supporting our Pantry, running one-off activities, chatting to guests in the cafe, or assisting behind the scenes, your involvement makes 422 a place of warmth, belonging, and hope. Together, we build a stronger, more connected community.

Thank you for being here. Your time with us is so valued.



Our vision and values are the core of everything we do at 422, including how we interact with each other and how we run our projects.

## Compassion



We seek to provide welcoming, safe spaces where everyone feels they belong and are valued. We respond to needs with empathy, and compassion, offering support in ways that uphold dignity and restore confidence.

## Hope



We seek to meet immediate needs while working collaboratively to pursue sustainable solutions for lasting change. We believe in each person's potential and walk alongside them as they build confidence, skills, and explore new opportunities.

## Community



We believe lasting change happens together, so we create spaces where connection and collaboration thrive. We work in partnership with local organisations and signpost to specialist support, helping to strengthen and renew our whole community.

**Liam**



**Centre Manager**

Liam is our Centre Manager - he oversees the business and day to day operations of all things 422! He is in the building most days and keeps things running smoothly.

**Hannah**



**Community  
Engagement Manager**

Hannah is our Community Engagement Manager - she connects with different individuals and organisations in the local area to see how we can work together. She makes sure that we are listening to the needs of the community in everything we do.

**Bonita**



**Project Coordinator**

Bonita is our project coordinator. She oversees all of the projects we run at 422, and looks after the volunteers who help us.

**Lucy**



**Administrator and  
Social Media Manager**

Lucy is our administrator, looking after our emails, room bookings and general admin for the building. She also does our social media posts, sharing the excellent things happening at 422 each week. She's usually the first friendly face you'll see when you walk in the door!

# Project Team and Key Volunteers

Our project leads are key team members. They oversee the day to day running of the projects, including leading their own team of volunteers. They will know the details of each project and can direct you as you get involved with the projects.

**Carmen**



**Project Lead**  
English Language Cafe

**Kate**

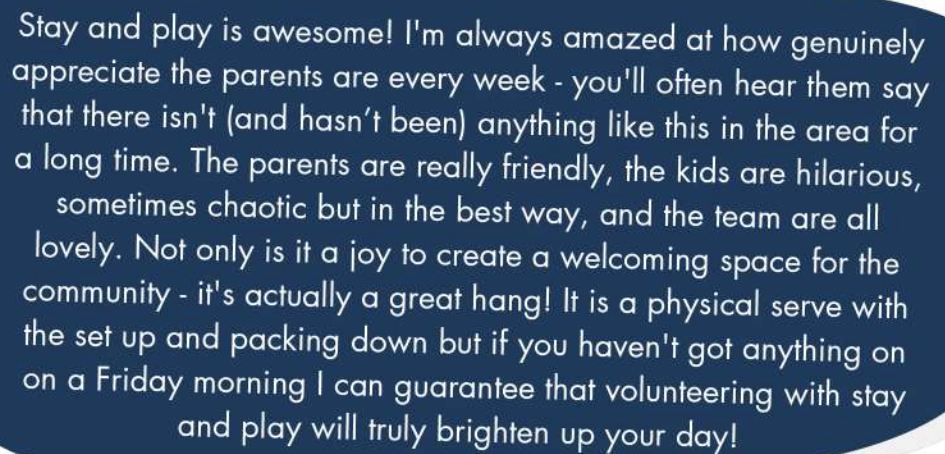


**Project Lead**  
Pantry

**Bea**



**Project Lead**  
Stay and Play | GrowBaby



Stay and play is awesome! I'm always amazed at how genuinely appreciate the parents are every week - you'll often hear them say that there isn't (and hasn't been) anything like this in the area for a long time. The parents are really friendly, the kids are hilarious, sometimes chaotic but in the best way, and the team are all lovely. Not only is it a joy to create a welcoming space for the community - it's actually a great hang! It is a physical serve with the set up and packing down but if you haven't got anything on on a Friday morning I can guarantee that volunteering with stay and play will truly brighten up your day!





I love being able to use my skills and time to support people in the community. Volunteering at 422 is so rewarding and it's such a friendly and welcoming place to be.


Through our projects we aim to positively impact the lives of those in the local community.  
Our current projects include:

## English Language Cafe



English Language Cafe


 Mondays 13:00-14:30 (Term time only)  Cafe

 A free, informal space for people to learn and practise conversational English together. We want to improve people's confidence speaking English to empower them in their daily life.

## Pantry

 Wednesdays 10:00-12:00



 Pantry

 The 422 Pantry supports families and individuals who are referred to us because they are experiencing food poverty. As members they make a £1 membership contribution and receive 10 items of food and essentials each week for three months.



Pantry

## Stay and Play

 Fridays 10:00-11:30 (Term time only)  Hall

 A parent/carer and toddler group for 0-4 year olds, encouraging bonding, playing together and development of key skills in a relaxed and fun environment. The team set up the space, ready for families



Stay and Play

Through our projects we aim to positively impact the lives of those in the local community.  
Our current projects include:



**GrowBaby**

## GrowBaby



Friday afternoons (by appointment)



GrowBaby (B3)



GrowBaby provides free, good quality, pre-loved clothes and essentials for children aged 0-4. The GrowBaby team meet families to help them access the things they need, signpost other support, or sort and launder clothes.



**Cafe Host**

## Cafe Host



Weekdays 9am-3pm



422 Cafe



Helping the Pure Innovations Cafe team to create a welcoming space for people to enjoy food and drinks. Supporting with clearing tables, taking orders when the cafe is busy, and generally being available if people want a chat.



**Front of House**

## Front of House



Flexible



422 Community Hub



Being a friendly face at the desk to welcome people when they arrive. Taking in person and phone enquiries, showing people around the building, accepting deliveries, telling people about our projects

Through our projects we aim to positively impact the lives of those in the local community.  
Our current projects include:

## Other events



One off events



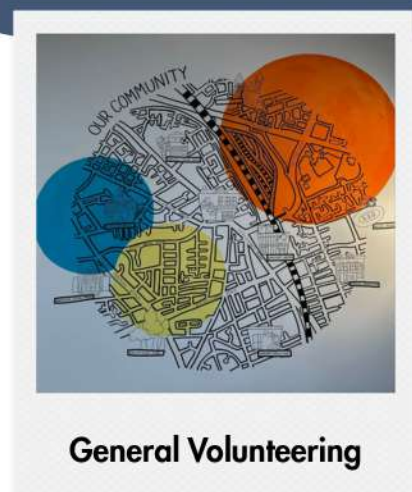
422 Community Hub



422 runs other projects periodically, including holiday clubs, community days and information sharing events, which we love having volunteers to support us with.



**Other events**



**General Volunteering**

## General Volunteering



Flexible



422 Community Hub



If you'd like to volunteer regular time to help with simple admin tasks, supporting with the running of projects in the background, or general maintenance/ DIY tasks around the building we'd love to hear from you!

## English Language Cafe Volunteer information



 **Monday afternoons (term time)**

 **12:45-14:45 (session runs 13:00-14:30)**

 **422 Community Hub Cafe**

Improved English proficiency can lead to greater employment/schooling opportunities, and improved social interactions in the UK. However, ESOL classes can be costly and are oversubscribed, and not all people can pass the basic English requirement for these ESOL classes. There are over 25 languages spoken by Ardwick residents, and 21% of households around 422 have no one with English as a main language. English Language Cafe aims to provide a free, informal class for people to learn and practice together.

### Role and responsibilities

- Be friendly and welcoming to everyone
  - Help people build community
- Help Project Lead to set up ELC
- Help make sure everyone can benefit from the session
  - Give everyone a chance to speak
  - Speak clearly and use resources to help everyone understand the topic (e.g. translate/images)
  - Adapt activities to meet people's ability
  - Encourage people's attempts to speak English (it's ok to make mistakes)
  - Help make sessions fun and engaging

### Key skills

- Reliable and punctual
- Fluent or confident English speaker and reader
  - Clear communication in English
  - Able to adapt activities to meet individual needs
- Passionate about empowering and up-skilling people and creating community
- Be friendly and welcoming to everyone

All volunteering opportunities may be subject to an ID check, references and/or a DBS check.

## Pantry Volunteer information



 **Wednesday mornings**

 **09:45-12:30 (session runs 10:00-12:00)**

 **422 Community Hub Pantry**

The 422 Pantry supports families and individuals who are referred to us because they are experiencing food poverty. 66% of residents around 422 experience some type of deprivation, with 29% experiencing multiple dimensions of deprivation. The Pantry exists to give people choice and dignity, allowing them to choose 10 items of food/essentials for a voluntary £1 donation. Individuals and families can be referred by a professional, in order to access the Pantry for 3 months before being reviewed.

### Role and responsibilities

- Be friendly and welcoming to everyone
- Support people to access the pantry and help them to know what they can take.
- Signpost other services according to the need observed
- Restock the shelves
- Help take surplus fresh items to Ardwick and Longsight Foodbank (a short walk away)

### Key skills

- Reliable and punctual
- Fluent or confident English speaker
  - Clear communication in English
- Sensitive and empathetic
  - discrete and able to treat everyone with dignity and respect
- Be friendly and welcoming to everyone

All volunteering opportunities may be subject to an ID check, references and/or a DBS check.



**Pantry**

## Safeguarding


- No inappropriate touching, language or behaviour will be accepted from volunteers or pantry members
  - Everyone should be treated with dignity and respect and cultural sensitivity
- Volunteers should never be 1:1 with pantry members
- All gifts should be declared to the Project Lead or Project Coordinator

## Pantry Volunteer information

Time	Description
09:45-10:00	<p><u>Set up</u> Make sure that the Pantry room is clean and tidy.</p> <ul style="list-style-type: none"> <li>• Make sure shelves are stocked and in good order</li> <li>• Hoover floor if necessary</li> <li>• Heating on in colder months</li> </ul>
10:00-12:00	<p><u>Welcome individuals into the pantry</u></p> <ul style="list-style-type: none"> <li>• Communicate with welcome team in the cafe when they can send someone up</li> <li>• Greet people when they arrive</li> <li>• Help people understand what they can take</li> <li>• Weigh and record weight of food</li> <li>• Signpost other relevant services if needed</li> </ul>
12:00-12:30	<p><u>Set down</u> Tidy pantry room</p> <ul style="list-style-type: none"> <li>• Empty bin, hoover if needed</li> <li>• Assess which food will last until next week</li> <li>• Set aside food to be taken to Longsight and Ardwick Foodbank</li> <li>• Take surplus to LAF</li> </ul>

## Stay and Play Volunteer information



 **Fridays (term time)**

 **09:00-12:30 (session runs 10:00-11:30)**

 **422 Community Hub Hall**

A recent needs assessment conducted identified that 31% households around 422 have dependent children, and confirmed that there is a real need for low cost/free activities for children and their carers. Additionally, many of the homes around 422 are band A homes, many of which experience deprivation of some kind. Stay and Play seeks to give children and their carers a safe and welcoming space in which to play, develop key skills, enjoy healthy snacks and build community.

### Role and responsibilities

- Be friendly and welcoming to everyone
  - Help people build community
- Work in team to set up play areas and refreshments
  - Use the set up guide to make activities inviting and engaging
- Help make sure everyone can benefit from the session
  - Help parents and children to engage with activities appropriately and empower parents to play with their children.
  - Signpost other projects/services to parents as relevant
- Help tidy up after the session, ensuring toys are put away safely and in a way that supports set up for the next session
- Opportunities for developing activities - speak to project lead

### Key skills

- Be friendly and welcoming to everyone
  - Help carers to feel welcome and connected
  - Help children to feel safe and valued
- Able to work as part of a team to set up, run the session and set down
- Initiative to spot tasks that need doing in a busy room
- Good communication

All volunteering opportunities may be subject to an ID check, references and/or a DBS check.

## Stay and Play Volunteer information



### Safeguarding

- No inappropriate touching, language or behaviour will be accepted from volunteers or pantry members
  - Everyone should be treated with dignity and respect and cultural sensitivity
- Volunteers should never be 1:1 with pantry members
- All gifts should be declared to the Project Lead or Project Coordinator

Time	Description
09:15-10:00	<p><b>Set up</b></p> <p>Ensure the room is ready</p> <ul style="list-style-type: none"> <li>• Bins have bags in, floor is clean, toilet has toilet paper, hand towels etc.</li> <li>• Switch on sound system</li> </ul> <p>Bring toys and resources down from Mezz 2</p> <ul style="list-style-type: none"> <li>• Set up play areas, refreshments, buggy area and welcome area</li> <li>• Collect iPads from office</li> </ul>
10:00-11:30	<p><u>Welcome children and carers</u></p> <ul style="list-style-type: none"> <li>• Greet and sign people in when they arrive</li> <li>• Help carers fill in a registration form if they're new</li> <li>• Signpost relevant services if needed</li> <li>• Keep play areas tidy - reset toys throughout the morning</li> </ul>
11:30-12:15	<p><u>Set down</u></p> <p>Reset hall</p> <ul style="list-style-type: none"> <li>• Tidy toys and all S&amp;P equipment back onto the Mezz</li> <li>• Sound system off</li> <li>• Sweep floor if necessary</li> <li>• Check toilet - taps off, toilet flushed, floor and changing table clean etc.</li> <li>• Empty bins</li> </ul>

## GrowBaby Volunteer information



**GrowBaby**

 **Fridays**

 **13:00-16:00 (slots run 13:15-15:35)**

 **422 B3 GrowBaby shop**

A recent needs assessment conducted identified that 31% households around 422 have dependent children, and that many of the homes around 422 experience deprivation of some kind. GrowBaby exists to provide good quality, pre-loved clothes and essentials for children aged 0-4. GrowBaby is free for any family to access, although need may be triaged to address the most immediate need first.

### Role and responsibilities

- Be friendly and welcoming to everyone
- Support people to access the GrowBaby shop and help them to know what they can take.
- Signpost other services according to the need observed
- Restock the boxes and rails of clothes
  - Sort donations, put donations through the laundry and sort them into the correct boxes

### Key skills

- Reliable and punctual
- Fluent or confident English speaker
- Sensitive and empathetic
  - discrete and able to treat everyone with dignity and respect
  - able to signpost other relevant projects and services dependent on need observed
- Be friendly and welcoming to everyone

All volunteering opportunities may be subject to an ID check, references and/or a DBS check.

This agreement outlines expectations of 422 Community Hub and our Volunteers. It is **not** a legally binding contract. Please speak to the Project Co-Ordinator if you have any questions.

At 422 Community Hub, we agree to:

- Support you while you volunteer.
  - Make sure you are part of a friendly welcoming team.
  - Provide you with a named person to support you.
  - Ensure you have the correct information and training to complete your role.
- Follow relevant policies (e.g. Health and Safety, Safeguarding, Data Protection etc).
- Write a reference for you if you need one
  - Jobs, studies, other volunteering opportunities etc.

As a 422 volunteer, we expect you to:

- Be reliable and arrive on time
  - Come to help when you say you will.
  - Meet expectations of the role you are volunteering in.
  - Tell us as soon as possible if you cannot help on a particular date or cannot volunteer with us any more.
- Work as part of the team
  - Be friendly, polite and welcoming to everyone, including other volunteers.
  - Help with any tasks relating to the project, including set up and set down.
    - The project lead and volunteer team can help you learn what needs doing.
- Follow relevant policies (e.g. Health and Safety, Safeguarding, Data Protection etc).
  - Keep door codes confidential if they are shared with you and only use them for the purpose of your volunteering
- Remember you are representing 422 whilst you are volunteering with us

Signed by volunteer: \_\_\_\_\_

Date: \_\_\_\_\_

Signed by Project Lead: \_\_\_\_\_

Date: \_\_\_\_\_

Each project has its own risk assessment and may have additional safeguarding and important information that you need to know.

General information that it's important to be aware of:

- Physical and verbal abuse will not be tolerated by staff, volunteers or other people visiting 422 Community Hub.
- Never undertake tasks that you are not happy to do, or do not feel equipped to do.
  - See guidance on manual handling/safe lifting.
- Parents are always responsible for their own children.
  - Occasionally parents will ask staff/volunteers to watch their children whilst they take another child to the toilet/go to another room.
  - If ever a child is reported missing in the building, team would need to calmly communicate this and respond appropriately (sweep building, station volunteers at exits, inform police if not found)
- If you see or hear anything that indicates to you that a child/adult is at risk, don't ask any leading questions. Write down the facts and complete the form at [mvuk.org/concern](http://mvuk.org/concern).
  - You will need to know the child and parent/carer's full name.
- If you notice anything unsafe, please challenge it if you feel able to do so!
  - Or tell another team member so that someone else can challenge it.
- All incidents/accidents need reporting at [mvuk.org/accident](http://mvuk.org/accident).
  - You will need to know the details of person(s) involved in the incident.
- Fire drills are rarely planned in the day time - if there is going to be a planned fire drill the team will make you aware.
  - Unless you have been told that there is a fire drill, please assume you need to evacuate.
  - Please help other people out of the building if they need help and you are able to assist.
  - Do not use the lift. Buggies and personal items should be left behind.
- Remember that you are representing 422 whilst you are volunteering.

These guidelines are provided for volunteers who may be moving, lifting or carrying items in their voluntary role with 422 Community Hub. Such items may include, but are not limited to, pop up banners, paper based resources, boxes of resources or toys, cages of boxes and resources, tables and chairs.

Never lift or move something that you don't feel confident or safe moving.

Think before you lift, move or carry the item.

Plan before you lift. Can handling aids (e.g. a chair mover or trolley) be used? Where is the load going to be placed? Will help be needed with the load? Remove obstructions between the item and the desired destination.

For a long lift, consider resting the load midway on a table or bench to change grip.

1. Find a stable and comfortable position to begin lifting from.
2. Get a good hold of the item.
3. Start in a good posture.
4. Don't flex your back any further while lifting.
5. Keep the load close to your waist.
6. Avoid twisting the back or leaning sideways.
7. Keep the head up and look ahead when handling.
8. Move smoothly.
9. Don't lift or handle more than can be easily managed.  
If in doubt, seek advice or get help.
10. Put down, then adjust.