



OPERATIONAL POLICY

Decisions regarding operational policy are the responsibility of the Management Committee. They will ensure that the policy is accessible to all volunteer and is subject to regular review and is updated when necessary.

Whenever PANTRY is open to service users an identified supervisor will be present and no less than two other volunteers. If the supervisor needs further instruction, advice or assistance then they can phone the Chair or another supervisor.

A duty rota will be published at least four weeks in advance indicating those responsible for each calendar month. A record listing those attending for work will be maintained, noting time of arrival, and leaving.

If for whatever reason a person is unable to attend their PANTRY session it is important that the Secretary is informed so a replacement can be found. If the Secretary cannot be reached, then the days Supervisor must be phoned.

PANTRY is not an unduly hierarchical organisation but, should push comes to shove, the Chairs views take precedence over the supervisor's and the supervisor's over other volunteer. In a similar way there is an obligation to provide supervision and support necessary to ensure effective service delivery.

The Management Committee will ensure that six-monthly group supervision is offered to all volunteer and individual supervision when necessary.

REVIEW

This policy will be reviewed every two years

Date.....

Signature (Chair).....

Signature (Secretary).....