



**MANNA HOUSE**

**OPERATIONS MANUAL**

*'Serving the Community with Kindness'*

**This Operations Manual has been prepared for the information of Manna House volunteers. It is designed to ensure a consistent, safe and effective support for volunteers, staff and community members.**

**Manna House:** was established early in 2020 by Macquarie Care initially to assist those in our community whose lives may have been affected by the COVID-19 virus crisis. Its main role is to distribute, free of charge, items of food and other goods to our community members who might be experiencing financial difficulties through loss of income, or be in need due to other personal hardships.

### **Governance:**

Manna House is under the Governance of Macquarie Care

### **Location:**

Manna House is located on the corner of Macquarie Road and Wentworth Road (Lawson Street) at Cardiff, NSW, 2285, and operates in or in the vicinity of the hall at the southern end of the property.

### **Roles:**

Manna House Manager has been appointed by Macquarie Care. The Manager is assisted by Team Leaders and other volunteers and together they provide a friendly welcoming place for those accessing the service.

### **Opening Times.**

Manna House is open Tuesday and Thursday 2-4pm. Volunteers are asked to come ½ hour before doors open and till pack up is completed.

### **Communication:**

Volunteers are rostered to work at Manna House and rosters are sent out on WhatsApp social media. If the rostered shift is not suitable, the fact should be brought to the attention of the Roster Co-ordinator. Communication between volunteers and other persons involved in Manna House is normally via WhatsApp. Each day's rosters are published on WhatsApp a day or so prior to the actual day. Roster- Call Brian Carr on - 0428984117

## **GENERAL GUIDELINES FOR MANNA HOUSE**

- The Culture of Manna House is to SERVE THE COMMUNITY WITH KINDNESS. Serving on the Manna House team reflects your willingness to serve the community
- Let our conversations and behaviour reflect our CULTURE by showing love generosity and kindness to our community members and volunteers.
- Our community members are limited two bags per person/family, but this does not include bread or other bulky items which can be put in a third bag. It shall be at the discretion of the Team Leader as to whether a visitor qualifies for additional items of food, e.g. an extra-large family to feed or extenuating circumstances
- Enclosed shoes should be worn by volunteers
- Volunteers are allowed to take food themselves or others in need at the beginning of the shift, volunteers should just advise Team leader and families recorded.
- When the community members are sharing we need take into consideration the promptings of the Holy Spirit and pray for those who cross our paths. Please see team leader for general guidelines :
- If community member is sharing personal information and needs direct them to the team leader for further help.
- When store purchased food is available a limit is set by the team leader and a sign placed in the area for the community members

## **JOB DESCRIPTIONS**

### **Manna House Manager**

Manager is responsible to Macquarie Care Management team for the efficient and effective operation of Manna House. Including but not limited to:

- Ensures that all policies and procedures of Macquarie Care and Manna House are complied with, including health and safety, food safety, COVID safety and child protection.
- Ensures COVID Safety including social distancing, hand sanitising, the wearing of masks where appropriate or any other actions required to minimise the transmission of diseases;
- Monitor the WhatsApp social program to ensure that there are sufficient volunteers available for set up and to serve the community;
- Monitor Facebook App
- Liaises with food donation companies and facilitates volunteers for pickup or delivery of supplies.
- Conveys to the Macquarie Care Management Team representative what food is available on site so it can be broadcast to the public;
- Manages community members who needs extra support
- Ensures an adequate supply of hygiene and first aid products are accessible.
- Keeps a record of any expenses.
- Keeps records of volunteers, Staff and community members who visit manna house
- Maintains a good culture of integrity and kindness with volunteers and community members having positive regard for all community members.
- Manage concerns or conflicts with volunteer's and personal issues affecting their ability to serve.
- Ensures that the items of food being offered to the public are 'within date' and in no way contaminated or otherwise unfit for human consumption
- Wear enclosed, flat, non-slip footwear and present to the public with appropriate clothing,

## Team Leaders

**Marianne Aarts (Tuesday) / Brian Carr (Thursday)**

The Manna House Manager appoints Team Leaders who will be responsible for the smooth running of Manna House during their respective shift. The Team Leader is responsible to the Manna House Manager and responsibilities include but are not limited to the following:

- Ensures that all Macquarie Care policies and procedures are followed, particularly as they relate to health and safety;
- Ensures sufficient personal protective equipment is available on site for the use of volunteers;
- Ensures that the items of food being offered to the public are 'within date' and in no way contaminated or otherwise unfit for human consumption;
- Briefs volunteers at the commencement of the shift and allocates each their duties
- Assists with setup at the beginning of the shift and clean up at the end of the shift;
- At the end of the shift, decide which food items are to be kept for the next opening day and remove those not suitable to keep. Arrange for Excess bread and vegetable matter can be left outside the hall near the rear door and make arrangements for its collection.
- Place perishable items into the cool room that would be suitable for use at the next open day.
- Makes inquiries from the church office regarding whether another group will be using the hall prior to the next Manna House opening and in what configuration they want the hall left;
- Bring to the attention of the Manna House Manager any problems encountered during the shift;
- Take charge of any accident or other incident which occurs at or in the vicinity of Manna House and ensure the correct response of any necessary resources and assistance.
- In addition to informing the Manna House Manager, ensure that the church office is informed of any accidents or injuries to any volunteer or other persons on Macquarie Care premises.
- Where a volunteer notices or suspects that a visitor might need additional help, be it emotional or financial, it should be reported to the Manna House Manager.
- Maintains a good culture of integrity and kindness with volunteers and community members having positive regard for all community members.
- Wear enclosed, flat, non-slip footwear and present to the public with appropriate clothing,

## Volunteers

The volunteers help with the smooth running of Manna House offering support to manager, team leaders, other volunteers, and community members. Responsibilities of volunteers include but are not limited to the following:

- Ensure you comply with all policies and procedures, particularly as they relate to health, safety and hygiene;
- Maintains a good culture of integrity and kindness with volunteers and community members having positive regard for all community members.
- Where PPE where appropriate and follow all COVID19 guidelines.
- Arrive no later than 1.30pm on their rostered day to assist with set up in readiness to open to the public at 2pm.
- Volunteers will be allocated their 'duties' by the Team Leader who is responsible for the efficient operation of Manna House on the day;
- Sign the attendance book and include their arrival and departure times;
- Where a volunteer notices or suspects that a visitor might need additional help, be it emotional or financial, it should be reported to the Team Leader who will follow up with the visitor and decide the course of action
- Wear enclosed, flat, non-slip footwear and present to the public with appropriate clothing,
- Assist the clearing up and cleaning of equipment used before departure.

## **LIST OF DUTIES AT CLOSE OF BUSINESS**

- Trestle tables to be wiped down and stored depending on requirements
- All left over food to be either placed in cool room or left outside at the back door for pick up (preferably in large black plastic bags for ease of disposal).
- Vacuum floor area if required
- Empty bins into wheely bins outside. Thursday group to take wheely bins down to the road for bin collection.
- Make sure kitchen area is wiped down and left tidy

## **TEAM ROLES**

The team will meet at 1.30 to allocate roles.

### **Greeter**

Each day of opening, a volunteer will be allocated to work outside by the Team Leader that person will supervise the cue entry into the main hall. The volunteer will give every arrival a ticket for a place in the cue.

Visitors should be welcomed in a friendly, kind and caring way. Some visitors could be suffering from considerable emotional or financial trauma and this is often the reason for them attending Manna House.

### **Front Desk Greeter**

This volunteer is to ensure that all visitors sanitise their hands and that they obey social distancing. The greeter asks the visitor a couple of questions (e.g. Name, the suburb of residence, number of people in their household, phone number etc.) for our statistical purposes and Covid tracking purposes.

At the end of the day, the Meeter and Greeter will provide the Team Leader with daily totals of visitors accessing Manna House.

### **Setting up Manna House**

- As food arrives volunteers will sort food then and manage a table of food when community members arrive
- Team Leader manages or allocated the community members collecting food at the correct social distancing guidelines
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- Visitor come into the front of the hall and leave via the rear door into the carpark.
- After the community member have gone from the hall, food should be placed away and hall tidied.

## **COMMUNITY FRIDGE**

The community fridge is an extension of Manna House, to provide support outside of hours.

The purpose of the community fridge which is located outside the front of the hall is to provide a 24 hours self-service crisis food support to people in need. The self-service nature of the program minimises management of distribution and ensures that those in need of food can gain access with dignity and independence. The community fridge is also a great way to redistribute surplus food to save it from going to waste.

There is no restriction on how much food can be taken, although consideration of others should be encouraged.

### **Risk Management.**

- The fridge is located at the front of the hall in an area that is well lit at night.
- The fridge is not to be used to store unfrozen, raw meat. There may be frozen meat, pies, sausage rolls, bread, etc., in the freezer section.
- A sign displaying a 'disclaimer' informing those accessing the fridge that 'while we have done our best to manage this food we cannot guarantee its safety so food is to be consumed at own risk'.

### **Supply**

- The community fridge will be re-stocked as food becomes available. Generally, suitable, leftover food from Manna House on Tuesdays and Thursdays may be stored in the fridge.
- The fridge is to be cleared out and cleaned every Thursday.