



Emmanuel House
Sharing the journey

Breakfast at the Support Centre

Thank you so much for volunteering for Emmanuel House. We couldn't do everything we do without our dedicated army of volunteers. You make such a generous and important contribution to our work supporting people who are homeless.

Volunteer session details

Supporting our morning drop-in session

Our morning drop-in opens at 9:30am. There will always be at least two support workers downstairs to answer the door and work with visitors.

Please feel free to chat with our staff and service users. If you are concerned about anything or anyone, please speak to a member of staff.

Itinerary

9:05-9:15am

Arrive at Emmanuel House. Please ring the doorbell at the main door. Our staff on reception will be expecting you. All visitors will need to sign in and will be provided with a volunteer lanyard.

9:15am - 9:30am

A member of staff will brief you on how our breakfast service operates.

9:30-10:30am

You'll be serving toast (sometimes with beans), cereal and hot drinks through our kitchen hatch. One of our staff members will show you where everything is and tell you a bit about Emmanuel House and how our services operate.

10:30am - 11:00am

Serve hot drinks through the kitchen hatch.

11:00-11:30am

Please clean down the kitchen, including all pans and utensils, before you leave.



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Address

Emmanuel House, 53-61 Goose Gate, Nottingham, NG1 1FE

Directions

Arriving by bus or tram:

Emmanuel House is located in the middle of Hockley in Nottingham city centre. It is a short walk from the Market Square, the Lace Market tram stop and is on most NCT bus routes.

Arriving by car:

There are no on-site car parking facilities at Emmanuel House. If you are dropping off or unloading at Emmanuel House, it is possible to drive down the one-way system along Brightmoor Street, left on to Goose Gate, and you can pull in on the pavement right outside the centre to unload.

Session overview

During your volunteering session, you will be serving breakfast and hot drinks for approximately 35-40 service users.

Tasks will include:

- Making toast and cereal for visitors
- Serving hot drinks
- Cleaning the kitchen after service

You'll be provided with:

- A fully-fitted commercial kitchen
- Saucepans, bowls, cooking utensils
- Microwave
- Dishwasher
- Aprons and gloves

The time you spend cooking enables our staff to continue with vital work supporting people who are experiencing homelessness. Thank you so much for your support.



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Why we need volunteers

Emmanuel House supports people who are homeless, rough sleeping, have No Recourse to Public Funds, or are at risk of homelessness in Nottingham.

We've been operating from our day centre since 1976, meeting people's basic human needs, providing showers, food and clothing and providing support surrounding housing, benefits and mental and physical health.

We open the morning drop-in from 9:30am for showers, clothing and one-to-one appointments for housing, benefits, tenancy and general support.

On weekday mornings, we serve free breakfast and hot drinks for people who are rough sleeping. In the afternoons, we provide hot meals for vulnerable people.





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Checklist:

- ✓ Confirm 3 volunteers
- ✓ Provide details of who to contact in an emergency
- ✓ Wear suitable clothing for cooking - no open-toe sandals please
- ✓ Read the kitchen induction handbook

If you'd like to support Emmanuel House after your volunteering session, please don't hesitate to get in touch with our fundraising team:

donations@emmanuelhouse.org.uk

Please feel free to take photos of your volunteering session, but please ensure that beneficiaries are not in the background.

