

DOORSTEP SUPPORT INITIATIVE

VOLUNTEER HANDBOOK

“You are the Hands and Feet of Dignity.”

Version 1.0 | August 2026

WELCOME TO THE DOORSTEP TEAM

Thank you for saying “yes” to serve with the **DOORSTEP SUPPORT INITIATIVE**. You’re not just delivering boxes. You’re delivering choice, dignity, and hope to doorsteps across the world. This handbook tells you who we are, how we work, and how you stay safe while serving others.

WHO WE ARE: Our Identity?

Vision: A world where no child, family, or vulnerable person feels forgotten because support comes with dignity, choice, and care, directly to their doorstep. **Mission:** We restore dignity by delivering beneficiary-chosen essentials to families, care homes, schools, special schools, and places of worship. No queues. No shame. No waste.

Core Values

THE DOORSTEP WAY

Dignity: We serve People, not Projects

Ownership: Beneficiaries choose, we listen

Opportunity: We create Paths from receiving to giving

Respect: Every Culture, Faith, and Story Matters

Safety: No compromise on safeguarding

Trust: We are transparent with Donors and Beneficiaries

Empathy: We see, we hear, we care

Prayer: We carry Hope, not just boxes

VOLUNTEER ROLES – FIND YOUR PLACE

You don’t need experience. You need a heart to serve. Training is provided.

1. Doorstep Assessor: Meet families, complete Choice Cards, listen to needs.

Skills: compassion, good listener. **Time:** 2-4 hours/week.

1. Packing Team: Pack Support Boxes based on Choice Cards. Add handwritten notes. Skills: attention to detail. Time: 3 hours/month.
2. Support Route Driver: Drive teams safely. Help carry boxes. Skills: valid license, patient. Time: 1 Saturday/month.
3. Delivery Volunteer: Go door-to-door with a teammate, deliver support boxes and pray with families if they ask. Skills: friendly, respectful. Time: 4 hours/month.
4. Prayer Partner: Call beneficiaries 7 days after delivery. Ask, "How are you?" Skills: phone manner, pastoral heart. Time: 1 hour/week.
5. Admin Support: Data entry, thank-you calls, social media. Skills: basic computer. Time: flexible.
6. Team Lead: Coordinate 5-8 volunteers on a Support Route. Skills: leadership, organized. Time: 6 hours/month.

Progression:

Volunteer → Team Lead → Support Route Captain → Regional Coordinator.

We promote from within.

HOW WE WORK:

THE 5-PHASE DOORSTEP MODEL

Phase 1: **Listen** – Assessors visit with a Choice Card. No assumptions. We ask, "What do YOU need?" Phase 2: **Source** – We bulk-buy locally to support the economy or receive donations. Phase 3: **Pack** – You pack exact items from the Choice Card. Every box gets a note. Phase 4: **Deliver** – Always in pairs. 8-12 stops per route. Knock, smile, deliver, pray if asked, leave. Phase 5: **Follow-up** – Prayer Partners call after 7 days: "Did it meet your need? Can we support further?"

Emergency Rule:

If you find someone in danger,
call local emergency services first, then your Team Lead.

SAFEGUARDING: NON-NEGOTIABLE RULES

You protect dignity by protecting people. Read this twice.

The DOORSTEP Standard:

ALWAYS: Work in pairs. Ask before entering. Get consent for photos. Report concerns within 24 hours. Respect all faiths and cultures.

NEVER: Go alone to a home. Touch a child without staff present. Give your personal phone number or exchange money. Post beneficiary faces/names online. Ignore a disclosure of abuse.

If Someone Says “I’m Not Safe”

Listen – Don’t promise to keep it secret.

Reassure – “Thank you for telling me. I will help.”

Report – Call the DOORSTEP Safeguarding Officer within 24 hours

Document – Date, time, words used. Use the DOORSTEP Concern Form

Your Safety: If you feel unsafe on a route, leave immediately

Call your Team Lead. No box is worth your wellbeing

Breach of Policy:

May result in removal from DOORSTEP and reported to the police if law is broken.

DOORSTEP DELIVERY ETIQUETTE

Dress Code: DOORSTEP t-shirt or ID badge. Modest, clean, comfortable shoes. No flashy jewellery. **At the Door:** Knock/ring. Step back. Smile. “Hello, I’m _ from DOORSTEP SUPPORT INITIATIVE. We have your Support Box.” **If Invited In:** Only enter if 2 DOORSTEP team members are present. Stay in main room. Don’t sit on beds. **Language:** “This is what you chose” not “This is what we’re giving you.” **Prayer:** Only if they ask. Keep it short. “Can we pray for you?” Respect “no.” **Photos:** Only with consent. No faces of children. No sad photos. Show dignity. **Leaving:** “It was good to meet you. We’ll call next week to check in. God bless you.”

For organisations: *Sign in. Deliver to staff only. Follow their rules. No direct contact with residents or inmates without staff present.*

YOUR TRAINING & SUPPORT

Before You Start: Complete 1-hour DOORSTEP Safeguarding Induction. Shadow 1 Support Route with a Team Lead. Sign Volunteer Agreement + Safeguarding Policy.

Ongoing: Monthly Team Huddle/Meetings – Share experience, give updates, seek advice and comply with policies. Yearly Refresher Training. 24/7 Support Line for volunteers: We provide t-shirt, ID badge, and transport stipend for routes.

If It Gets Heavy: Serving can be emotional. Talk to your Team Lead or our Prayer Coordinator. We offer debrief and prayer support. You matter too.

KEY POLICIES IN PLAIN ENGLISH

Confidentiality: Don’t share beneficiary names, addresses, or stories outside the team. What happens on route, stays on route. **Social Media:** Post “I served with DOORSTEP today!” not “I met poor family at 12 Church St.” Never post beneficiary photos without consent. **Conflict of Interest:** Can’t assess or deliver to your own family. Tell us so we assign another team. **Gifts:** Don’t accept money or gifts from beneficiaries. Politely say, “Your smile is gift enough.”

Leaving the Team:

Give at least 2 weeks' notice if possible. Return ID badge and t-shirt.

FREQUENTLY ASKED QUESTIONS

Q: What if a family asks for items not on their Choice Card?

A: Say, "I'll note it for next month's assessment." Don't promise. Tell your Team Lead.

Q: What if no one is home?

A: Call the number. If no answer, leave a DOORSTEP "Sorry We Missed You" card. Try once more next route. Don't leave boxes outside.

Q: Can I bring my child to volunteer?

A: Yes, age 14+ with you, if signed parental consent. Under 18 cannot enter homes. Great for packing days.

Q: What if I see something worse than expected — no food, abuse?

A: Don't investigate. Note facts. Report to Safeguarding Officer within 24 hours. We have protocols to help.

VOLUNTEER AGREEMENT

I, _____, join
DOORSTEP SUPPORT INITIATIVE as a volunteer. I have read this Handbook and the
Safeguarding Policy. I agree to serve with dignity, respect, and safety. Follow the DOORSTEP
Standard and report concerns. Attend training and keep beneficiary information confidential.

Signature: _____ Date: _____

Team Lead: _____ Date: _____

Emergency on Route: Call 999/112 first, then Team Lead

Thank you for being the handshake at the doorstep.