

TWAM

Tools with a Mission



Time for TWAM



time for volunteering

Meet Merve and Sue - this is our story

“ We first heard about TWAM when we saw a leaflet at Nayland church back in 2008 and we got in touch because we thought it was a brilliant idea.

We decided we would help by becoming volunteer tool collectors. At first we did that in our local church, but living in a small community, word quickly spread and soon people were asking us to collect tools, if they could drop off tools and even if we would help with a house clearance. Which we did!

When we retired we decided we'd offer some of our time in Ipswich. We wanted to help more because, for us it was about recycling and livelihood creation. What better way to love your neighbour we thought.

We find that it also gives us a sense of purpose and some structure to our week. We get great fellowship and friendship too. Lots of people like us, volunteer because they can do something much bigger than themselves.

”

We miss it when we don't come in with our friends.



Sue volunteers in the Ipswich Haberdashery team. Merve works with the Carpentry team and drives the van.

Value, purpose and friendship...

something to make you feel great!

Why Tools with a Mission?

What we're about is so simple, but the impact is incredible

1 Our mission:

We collect unwanted tools, refurbish them, sort them into trade kits and send them to the developing world for livelihood creation.

2 It's being environmentally responsible

We save hundreds of tonnes of unwanted tools and machines being dumped in landfill. We recycle and give new life to thousands and thousands of tools.

3 It's giving dignity and respecting culture

We support the vision and determination of local people seeking to transform their communities. We don't tell people within the developing world what they need to do to change, they tell us and we give them the tools to do it.

4 It's supporting sustainable projects

Tools combined with training creates projects and communities that become economically independent, without the need to constantly rely on charitable support.

5 It's giving purpose to volunteers in the UK

We believe we're a family where volunteers can find friendship, support and purpose.

Over 450 volunteers work with us because they believe in our cause and enjoy being part of our family.

For information about our work visit: twam.uk

For information about volunteering visit: timefortwam.uk



What you can expect



- Friendship
- Satisfaction
- Safety
- Pride
- Value

We value all our volunteers and want you to benefit from your volunteering role with us.

If you volunteer in a Refurbishment Centre

1. When you join we will provide you with a full induction, including all the important safety information. Plus all the other things it's good to know such as where to make a coffee, where to find the loo, and where to park.
2. You will be introduced to the team and will quickly feel part of our family.
3. You'll be offered training and safety wear if needed.
4. Be invited to local volunteer events, such as the Summer Barbecue, Christmas Meal, Cream Tea and your local TWAM Days.

If you volunteer from home

1. You will have access to our friendly van manager and drivers and will quickly get to know them.
2. Will be sent lots of resources to use.
3. Be introduced to other local collectors.
4. Be invited to volunteer events and local TWAM days where you can meet other volunteers, supporters and staff members.

Every volunteer will get

1. A Volunteer Handbook full of lots of information.
2. A named contact to provide advice or help.
3. A monthly volunteer e-newsletter full of lots of information and resources.
4. The confidence to know you are joining an organisation that takes your Health and Safety, Data-Protection, Safeguarding of Vulnerable People and Lone Working very seriously.

Most of all the opportunity to do something amazing

What we expect

People will judge TWAM by the way we speak to them and respond to them as you go about your volunteer role. That may be supporters you meet collecting tools from their home, greeting them at a Refurbishment Centre or answering the phone in our office. Therefore we expect you to be polite and helpful at all times.

How you act publicly matters so much to us, so we ask all our volunteers, whatever their role to be:

1. Polite at all times
2. Friendly and approachable
3. Willing to work in a team and encourage mutual support
4. Reliable and on time when arranging collections or fulfilling responsibilities in the Refurbishment Centre
5. Always helpful
6. Sensitive to the needs of other volunteers by avoiding inappropriate language, disrespectful behaviour and other issues covered by our Equal Opportunities and Anti Discrimination Policy
7. Respect Data Protection and Confidentiality Agreements
8. Never speak negatively to supporters about the work of TWAM or the mission in general. If you do have an issue or are unhappy in anyway talk to your named contact or Centre Manager.

Visit timefortwam.uk for lots of information



The things you could do

Opportunities in our Refurbishment Centres

We don't have room to list them all, but below you will find the most popular volunteer roles. Detailed role descriptions are available on our website or by post. Please just ask.



Tool sorters and packers

We get boxes and boxes of mixed up tools. We need people who can sort a mechanic's wrench from a carpenter's screwdriver.

Refurbishers of hand and garden tools

For all levels of skill and ability, this role is hands on transforming tools into things any craftsman would be proud of. Training can be provided.

Sewing and knitting machine refurbishers

A fascinating role learning the insides of these amazing machines, from hand machines to modern electrical ones. Support and training given.

Computers and all things IT

Every computer has its hard drive wiped and software reinstalled. Training given.

Haberdashery and knitting

Ensuring every sewing and knitting machine goes out with cottons, needles, wool and assorted accessories.

Administrative support

Most of the centres, especially Ipswich need admin support. In Ipswich this includes people willing to answer the phone and welcome visitors.



Local volunteer collectors

Our work would grind to a halt within weeks if it were not for our dedicated local collectors. Collectors work from home and respond to requests from the public to donate tools. They either collect the tools or arrange for them to be delivered. The TWAM van collects from the collector. A rewarding and incredibly important role.

and where you could do them

Different Refurbishment Centres offer different volunteer opportunities.

Our centres can be found in:

(C) **Coventry**, West Midlands - Wednesday to Friday

(CW) **Cowdenbeath**, Scotland - Tuesday and Thursday

(H) **Halstead**, Essex - Friday

(I) **Ipswich**, Suffolk - Monday to Friday

(K) **Kenilworth**, Warwickshire - Tuesday, Wednesday and Saturday

(P) **Penarth**, South Wales - Tuesday and Thursday

- Tool Sorting and Welcome Team (C) (CW) (I) (P)
- Tool Refurbishing Team (C) (CW) (H) (K) (I) (P)
- PAT Testing and Power Tool Team (C) (CW) (I)
- Tool Kit Assembling Team (C) (CW) (H) (I)
- Sewing Machine Refurbishing Team (C) (CW) (I) (P)
- Knitting Machine Refurbishing Team (I)
- Haberdashery Team (C) (I) (P)
- Hand Knitting and Wool Team (I)
- IT Refurbishing Team (CW) (I)
- School Book Team (I)
- Scholar Pack Team (I)
- Bike Repair Team (I)
- Drivers and Loaders (C) (CW) (I) (Kent and Surrey)

- Office Administrators (I) (C) (CW) (I) (P)
- Accounts team (I) (C) (CW) (H) (I) (P)
- Operations team (I)
- Volunteer Support Team (I)
- Supporter Relationship Team (I)



I would like to give some time to TWAM!

You can **apply online** or we can send you an application form by:

➔ **Post** **Email** (tick as appropriate)

Please send me more information about the opportunities in the following Refurbishment Centre

Ipswich Coventry Halstead Kenilworth Cowdenbeath, Scotland
 Penarth, South Wales

My details:

Name: _____

Address: _____

_____ Postcode: _____

Phone: _____ Email: _____

Don't forget to tick your communication choices and sign at the bottom of the page

Don't forget you can **apply online and download forms: timefortwam.uk**

At Tools with a Mission we take your privacy seriously and will only use your personal information to administer your account and to provide you with the communications and services you have requested from us.

From time to time we would like to send you our magazine and other mailings and/or our regular e-newsletter by email. If you consent to us contacting you for this purpose please tick to say how you would like us to contact you:

➔ **Please contact me by** **POST** **EMAIL** (tick as appropriate)

- **You won't get our regular newsletters or updates unless you tick the boxes to opt in.**
- **You can opt out of receiving mailings or emails from us at any time** by contacting our Ipswich office by post, email or phone using the contact details below.

We will not share your data with third parties for marketing purposes.

You can read our Privacy Policy at twam.uk/privacy or request a copy by post.

➔ Signature: _____ Date: _____

Tools with a Mission
2 Bailey Close, Hadleigh Road Industrial Estate
Ipswich, IP2 0UD

Registered Charity No: 1104903 SC 044069 (Scotland) Company No: 5114575

t: 01473 210220
e: post@twam.uk
w: twam.uk

A Christian charity sending tools across the world