

Volunteer Information Pack



Find out more about how you can get involved and help Social Moments recharge rural communities.

Volunteering is at the heart of the work that Social Moments delivers

Dear Volunteers,

Thank you for joining our family, we can't wait to grow our charity and for you to play a your part.

We don't see the people who come to us as service users or clients. They're our members—families and individuals who share their lives and challenges with us, and in return, we offer them kindness, compassion, and a genuine sense of belonging.

We believe in thinking big, being bold, and creating projects that challenge traditional charity models. Our vision is to foster an innovative, sustainable, and stigma-free environment—a space that doesn't feel like a “charity” but rather a dynamic, buzzing network where people feel uplifted, valued, and connected. Life can be messy and difficult, but at Social Moments, we address those challenges with honesty, positivity, and a sense of togetherness. We laugh, we listen, and we find a way forward—together.

Warm wishes, *Chantelle*

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Our mission and values

Social Moments helps rural communities in Norfolk grow stronger together. We offer a place of support where families can come together, share experiences, and access practical help. Through play, food, and connection we help create a sense of belonging, reduce isolation, and open doors to new opportunities.

With kindness at our core, we are...

always listening

and encouraging others to listen too. To the needs of the community, the people who live here and each other

always welcoming

of everyone without judgement or expectation. With open hearts and open minds, we create a place of safety and warmth for all.

always learning

and embracing new ideas with creativity and care, ensuring our support is practical, thoughtful, and inclusive for everyone

How can you help?

At Social Moments, we soon realised that volunteers are at the heart of what we do. We just couldn't do it without you!

We have so many volunteer roles available, from collecting food from supermarkets, to working in our Social Shop, to supporting our Early Explorers well being programme or teach the importance of healthy food. We truly have something for everyone.

Volunteering with us can be much more than helping your local community, you'll be part of a team, connecting with others and you'll have a place to share your skills and passions.

Types of volunteer roles

Social Shop

Organise and price food donations at our Social Shop, sign up members and take payments. It's a lovely vibe, if you love organising and chatting and helping people you'll love this role.

Food Collections - own vehicle required

We collect food donations from M&S, Tesco, Lidl and Aldi most days of the week and we're always looking for support, whether you can collect weekly or just adhoc cover. It requires you to use your own vehicle and collect 8-10 crates of food and bring to our Studio in Rackheath. Our collection slots can be morning, afternoon or evening and generally one collection slot takes no more than an hour. This is a great volunteer role for someone short on time to give.

Early Explorers

Our family well being sessions are truly special, we hold sessions in Rackheath and Cantley every week. Whether you'd like to support us at the studio by helping put together the sessions or help us deliver the sessions with a member of our team. This is a lovely programme to be part of, supporting parents/carers and helping their little ones flourish.

Tasty Bites

Our Tasty Bites programme is all about encouraging children to learn about new foods and how these foods are grown. Each week the children prep and prepare a new recipe. They learn how to cut, grate, chop, roll, whip, whisk, spread and put together fresh and delicious ingredients. These sessions offer quality time for parents/carers and their little one(s), away from home life and screens, learning together and meeting new people.

Most importantly it's about teaching children all about nutritious and healthy foods at a young age.

Social Bites

Social Bites is our catering horsebox and where we can generate income to support our charitable programmes. Serving up grilled nutritious foods, from breakfast and lunches, are aim is to keep people fuller for longer by using fresh ingredients including healthy fats, protein and fibre. Volunteer your time and support our Catering staff with food prep, cleaning, taking orders, serving and stocking our shop.

Mini Bites

Mini Bites is our small pop up catering stand, serving waffles on a stick. Sometimes we may serve hot drinks, cakes etc depending on the event. Support us set up at events, serve customers, learn how to make delicious waffles and take payments. We're especially busy on weekends and school holidays.

Administration / office support

Our Studio located in Rackheath is our HQ, where our Social Shop is located and where we offer workshops and our Tasty Bite programme. We also sell on Vinted, house all our food stock and donations and price it here. There is always something to do and volunteering in the office is never a boring day!

We're also currently looking for a volunteer cleaner to help us spruce up the office, clean out fridges and freezers and just give us that extra polish, every other week.

Volunteering your time

Each role is different and we offer volunteering throughout the week, Monday to Sunday, both daytime and evenings. We'll discuss your availability and the volunteer roles you're interested in.

The programmes we offer are at set times, some programmes are easy to dip in and out of during the year - we don't expect weekly commitment, although it is always appreciated as it helps us plan ahead.

Early Explorers and Tasty Bites, we do ask that you attend a minimum number of sessions so we can train you, and you can meet our members. This ensures our members have reliable and trustworthy support. We will also require a DBS check, as you'll be working around children.

We can provide you with training, some examples are Health & Safety and Safeguarding, ensuring you're fully skilled up and ready to go! We may also offer casual supervision, to make sure you're happy and we're supporting you the best we can.

If you haven't seen a role you like or feel you have something new to bring to the table, get in touch. We're always happy to hear from people with new skills and ideas.



Volunteering is good for the soul

Our volunteers often tell us how rewarding their time with us is. You'll be part of a compassionate community and feel a sense of pride in what you do. You'll meet new people, gain valuable experience and possibly even, develop your skill set.

We're passionate about helping people reach their full potential, so we'll offer you full training suitable for the role, casual supervision, lots of warm drinks, meaningful chats and we're always here for a chat (hug) too.

As well as all this, volunteers can benefit from;

- Experience in supporting families and listening skills
- Working as part of a passionate team
- An increase in confidence and self-esteem
- Increased skills and training for future employment
- Sense of achievement
- Working with a diverse range of people
- Sense of fulfilment from helping people
- Social outings and events
- Heaps of Tea and Coffee
- Warm hugs when needed
- A warm and inviting space to be yourself
- Socials and an annual volunteer party



Volunteer expenses and benefits

As a volunteer you offer your time, commitment and enthusiasm and in return we make sure you're never out of pocket. We pay expenses against receipts for fuel, if you use your own car and public transport or if you require it to get to us or an event.

For those claiming benefits, volunteering will not affect the support you get, and you can volunteer as many hours as you like. You should however tell your benefits advisor that you are volunteering.

Next steps...

Like what you've read? Please download our [Volunteer Application Form](#). Fill it in and we'll be in touch soon.



**Community
Organisation
of the Year**



**Broadland Community
Awards 2025**