**[Group Name]**

**Emergency Volunteer Handbook**

April 2020

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**Introduction**

This handbook is designed to help introduce you to your new role as an emergency volunteer and to help answer some of the questions that you may have.

If you have any other questions that aren’t covered in this handbook then please speak to the Volunteer Coordinator to discuss these points.

**Contact Details:**

**Volunteer Coordinators name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**E-mail: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Tel: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**[Other Key Contacts]**

**Volunteering at [Organisation]**

The organisation is committed to involving volunteers directly within the organisation to:

* Contribute to the delivery of our services
* Form our board of management
* Make sure we are responsive to the needs of our users.
* Provide different skills and perspectives.
* Offer opportunities for participation by people who might otherwise be excluded.

**Why Volunteer for us?**

So what’s in it for you? There are many reasons for becoming a volunteer.

You can:

* Help vulnerable people through self-isolation
* Build on your existing skills and learn new ones
* Make new friends
* Increase your own self-confidence and interpersonal skills
* Be appreciated by individuals in your local community whose lives your volunteering benefits

**The [organisation]’s Volunteer Offer**

**The organisation aims to:**

* match the time, skills and experience of volunteers to a suitable volunteering opportunity
* foster a friendly and supportive atmosphere for volunteers and make volunteering a positive experience
* involve volunteers from a wide range of backgrounds and abilities and ensure its volunteering opportunities are as accessible as possible
* resolve any complaints raised by a volunteer in a timely fashion
* Ensure the health of volunteers is protected

**What you can expect from us**

We recognise that people volunteer for a variety of reasons. We take our responsibility to volunteers very seriously, and try hard to meet your needs.

As a volunteer you can expect:

* To decide how much time to offer and for how long
* To be given a clear volunteer role and description
* To be treated with respect and courtesy
* To receive induction, training and support in order for you to achieve your role as far as is possible in the current circumstances

**What we expect from you as a volunteer**

As a Volunteer we would expect you to:

* Protect your own health and the health of others at all times by abiding by government and NHS guidance
* Maintain an agreed level of commitment, keep good time and be reliable
* If you have any criticisms of the organisation you should first speak to your named contact or the Volunteer Coordinator
* Abide by our Policies and Procedures (a list is provided in the appendix)
* Maintain confidentiality (not to disclose any personal details in regard to information you have found out in your role as a volunteer)
* Follow the volunteer role description, which has been provided to you as part of your induction
* Be honest if you experience any problems with other volunteers or service users
* Ensure that all volunteers and service users are treated with respect and good manners at all times
* Be patient and objective without making judgements about people’s problems or situation
* Attend support and supervision meetings regularly
* Maintain and uphold the good name and reputation of [organisation]

**Becoming a Volunteer**

**About Volunteering**

We welcome all kinds of people to volunteer at [organisation]. We will make every effort to meet access needs for disabled people. We want to encourage people from ethnic minority communities to come forward.

**Application Form**

We ask potential volunteers to complete an application form in as much detail as possible. This will ensure we can place you in the most relevant geographical area where your help can do the most good.

**References**

We may need to take up one or two references dependent on the role and undertake a DBS (disclosure and barring service check) if the volunteering role requires it, but it is not a requirement for all roles. This is to ensure the safety of those we work with and to validate our insurance. If your volunteering role does require a DBS check we will only allow you to volunteer once the references and DBS checks come back and are satisfactory, you will become a volunteer on a trial basis, initially for 4-6 weeks.

**Volunteer Induction**

Due to the current crisis we are unable to fully induct you into the organisation at this present time. We will however ensure a minimum amount of induction takes place such as being properly briefed about the activities to be undertaken and given all the necessary information and skills to enable you to perform with confidence.

All volunteers will be made aware of, and have access to, the organisation’s relevant policies, including those relating to volunteering, health and safety, data protection, safeguarding and equality and diversity.

You will be given as much relevant training as possible in order to equip you with the necessary information and skills to carry out your duties.

**Support and Supervision**

As a volunteer you will receive regular support and supervision by the volunteer Coordinator (or contact person) as far as is practically possible in the current environment. The volunteer Coordinator (or named contact person) will give you the opportunity to discuss any advice and guidance you may need.

**Expenses**

We do not expect you to be out of pocket whilst you volunteer for us. The expenses your volunteering entitles you to will be discussed before you begin volunteering.

In order for you to reclaim your expenses, you will need to keep receipts or other relevant invoices as agreed with your named contact.

To claim expenses:

* Complete an expenses form
* Have it signed by your named contact or the Volunteer Coordinator
* Make sure we have it by the end of the month, with all relevant receipts (payment will be in the first half of the following month). We pay expenses directly into your bank account.

**Dealing with Problems**

It is recognised that on occasions volunteers may have cause to raise a grievance to do with their work. Please don’t worry about doing this - it is much better to raise a grievance to try to resolve an issue than to sit on it or get stressed because you don’t want to rock the boat. The procedure is there to be used if something is not right. You can discuss the situation with the Volunteer Coordinator (or if your grievance is about them then contact the management committee).

* The [organisation] has a volunteers complaints / disputes policy to help deal with any problems arising with volunteers, both in terms of concerns raised by the volunteer and any concerns [organisation] may have with the performance of the volunteer. In line with this policy you have the right to discuss any concerns they may have with your named contact at any time.

The [organisation] aims to treat all volunteers fairly, objectively and consistently. The organisation wants to ensure that your views are heard, noted and acted upon promptly and aim for a positive and amicable solution based on our guidelines for settling differences.

The [organisation] will provide support to the volunteer while it endeavours to resolve the problem in an informal manner. Initially, if a volunteer finds that they have a grievance, a complaint or that there is a problem with the volunteer role for whatever reason, then you should ask for help or guidance from either your Volunteer Coordinator or the management committee. By discussing it openly with people directly involved, then it may be resolved quickly and a small change may prevent the problem from escalating.

**Availability to Volunteer**

* **Keeping us informed about your availability**

Volunteers are asked to inform the Volunteer Coordinator if they will not be available to volunteer due to illness, holidays or for any other reason. It is helpful if you can give us as much notice as possible so that we can arrange cover if required.

There may be occasions when volunteers may wish to take a break from their volunteering, and we will respect this. All that we ask is that you speak to the Volunteer Coordinator to keep us informed.

* **Leaving**

When you move on from your role you will be asked to provide feedback on your volunteering experience by way of an interview or exit questionnaire.

* **References**

The Volunteer Coordinator will be happy to provide you with a reference, [Optional after you have volunteered for at least three to six months] but we do ask that you notify us in advance. References will be based on our records of your volunteering within your role.

* **Insurance**

Volunteers are fully covered by both our Public Liability and Professional Indemnity Insurance.

**Key Policies:**

* **Equality & Diversity**

The [organisation] operates an Equality and Diversity Policy in volunteering, service provision and development of any activities it delivers. The aim of this policy is to ensure that no volunteer, service user or member is discriminated against because of disability, sex, gender, race, colour, nationality, ethnicity, marital status, responsibility for dependants, sexual orientation, age, trade union activity, political or religious beliefs.

Information for Volunteers

* **Health and Safety**

The [organisation] will do everything we can to make sure you volunteer in safe conditions. Likewise, all volunteers have a responsibility to prevent any injury to themselves, their fellow volunteers, and others who could be affected by your actions.

Volunteers should abide by all government advice such as social distancing, to ensure that their health is not jeopardised nor is the health of those they are helping jeopardised.

If you see anything unsafe whilst you are volunteering with us if you cannot deal with it yourself under the expectations of the Health and Safety policy, then please let your Volunteer Coordinator know. Volunteers are expected to follow the organisation’s procedures and to report any incidents and be familiar with risk assessments.

If you have an accident whilst volunteering for us you should tell us about this so it can be recorded in our accident log book, and so we can take the necessary steps to avoid further injury.

The [organisation] will take all reasonably practical steps to ensure the volunteers’ health, safety and welfare while at the [organisation] in accordance with the [organisation’s] Health and Safety policy.

The [organisation] will carry out a risk assessment for each different volunteering role. This should include the level and type of risks to the [organisation], the volunteer and other people the volunteer will be in contact with. It should also include the action for mitigation of the risks.

* **Records, Confidentiality and Data Protection**

When you start volunteering with us we will advise you on our Data Protection policy and procedures. This would include those relating to personal information held by us and relating to you as a volunteer.

Everybody can be affected by confidentiality issues and it is important that volunteers should realise that it is not only service users and service user information that this applies to but also to volunteer issues.

Information that volunteers have access to whilst volunteering is confidential. Volunteers must not give away any information about service users, volunteers, finances or any other [organiation] business either directly or by talking to someone. It is especially important that volunteers keep sensitive information to themselves. However, if volunteers find something out that might be a risk to others then they need to report this to the Volunteer Coordinator or the management committee.

It is the responsibility of all volunteers to ensure that appropriate measures are taken to prevent personal information (in whatever format) from being accidentally divulged to unauthorised persons, and that appropriate care is taken in disposing of printed information containing personal information.

All volunteers are asked to complete an Emergency Contact Form, so that the Volunteer Coordinator has a record of who to contact. Volunteers will also be asked to notify them of any changes to personal details, such as address, telephone number and email. This information is also kept confidential and is not accessed until needed.

It is suggested that certain information, for example health information in the case of conditions like heart problems, epilepsy and diabetes, should be revealed to the Volunteer Coordinator so that should any problem occur it can be dealt with promptly.

Whilst you are a volunteer for us you will come across other peoples’ personal information. You should not talk about this with anyone else unless they work for the organisation or you have permission to do so.

Please speak to your Volunteer Coordinator for further information.

**APPENDIX:**

1. **[organisation] full list of Policies & Procedures:**

|  |
| --- |
| **Policy & Procedures** |
| Safeguarding Childrens policy and procedure |
| Safeguarding Adults policy and procedure |
| Health and Safety Policy and procedures |
| Trustee Conflict of Interest Policy |
| Data Protection policy and procedures |
| **Volunteer Management Policies**   * Recruitment Policy * Complaints /disputes * Expenses policy |
| Finance Policy |
| Asset Register |
| Risk Management |
| User Complaints and Compliments procedure |
| Equality & Diversity |

1. **Volunteer Role Description/s**

**[Optional]**

1. **Volunteer Induction Checklist**

|  |  |  |  |
| --- | --- | --- | --- |
| **Name Of Volunteer:** | | | |
| **What** | **Who** | **When** | **How** |
| **Provide Volunteer Handbook** | Volunteer Coordinator | First Day | Go through Induction Checklist |
| **About the organisation**  -the mission, objectives, aims, the work we do  -the structure of the organisation (management committee and volunteers)  -the role of the volunteers | Volunteer Coordinator | In the first week | Meeting |
| **The Building**  -layout, toilets, facilities, fire exits and procedures,  -health & safety guidelines |  | First Day | Tour of the building |
| **The Role**  -outline of volunteer role, tasks, agree commitment, times  -meet the other team members  -boundaries of role/expected conduct, confidentiality  -the process to follow if difficult situations arise  -insurance cover  -H&S |  |  | Go through role description  Relevant policies, procedures.  organisation information manual |
| **The support system**  -key contacts and their details  -outline support available, supervision, meetings  -resources, equipment  -training  -how expenses are paid |  |  |  |

**Volunteer:**

I confirm that I have completed all items in the induction checklist and where indicated understand the policies and procedures:

Print Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Volunteer Coordinator:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Dated: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**1 copy signed - kept on file with the Volunteer Coordinator**

**1 copy signed - given to the volunteer**

**4) Volunteer Emergency Contact Form**

**“Any Organisation” Templates:**

**You can adapt these template resources for your own use and there is no copyright infringement. All we ask is that you acknowledge Volunteer Centre East Sussex as the source. Please remember that these documents are best practice guides and are in no way intended to provide definitive legal advice.**

**Volunteers Emergency Contact Form**

**Confidential**

|  |  |
| --- | --- |
| **NAME** |  |
| **ADDRESS** |  |
| **TEL. NUMBERS**  **Landline**  **Mobile** |  |
| **START DATE** |  |

**Who should we contact in an emergency?**

**Please list at least two people who we could contact if, for example, you are taken ill while volunteering and need somebody to collect you, or who could organise support for you.**

|  |  |  |
| --- | --- | --- |
| **NAME** | **TELEPHONE NUMBER** | **RELATIONSHIP TO YOU**  **(eg partner, parent, friend)** |
| **1** |  |  |
| **2** |  |  |
| **3** |  |  |

**Do you have a medical condition you want us to be aware of?**

**If so, please give brief details below, including any medication you take**

|  |
| --- |
|  |