

the junction*
young people, health & wellbeing

Volunteer Handbook



INVESTING IN VOLUNTEERS™

scottish
community
foundation

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VOLUNTEER INDUCTION CHECKLIST

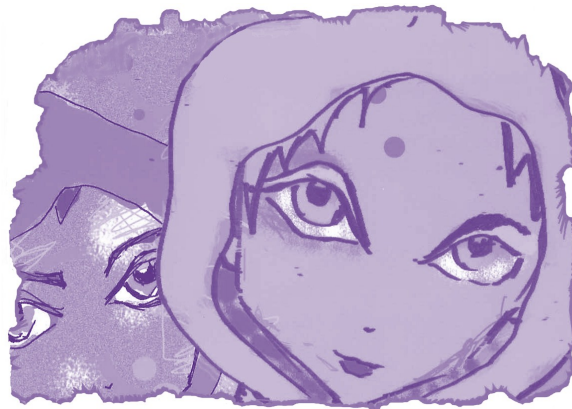
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Introduction/Mission Statement

The Junction offers access to a wide range of health related services, education, information and support to young people aged 12 - 21.

It does this by providing a safe and welcoming environment which supports young people primarily from North East Edinburgh in enhancing their health and wellbeing.

It works with a value base that encourages social and economic inclusion, works to promote long term prevention and is centred around building the capacity of the young people who use the centre.



In line with this mission The Junction is committed to involving volunteers directly within the organisation to:

- ensure our services meet the needs of the young people
- provide new skills and perspectives
- increase our contact with the local community
- contribute to the delivery of our services
- make sure we are responsive to the needs of our users
- offer opportunities for participation by people who might otherwise be excluded.

The Junction is committed to involving volunteers from a wide range of backgrounds; however they must be over 21.

The Junction Volunteer Policy...

PRINCIPLES

The Junction...

- recognises that voluntary work brings benefits to volunteers themselves, to service users and to paid staff
- will ensure that volunteers are properly integrated into the organisational structure and that mechanisms are in place for them to contribute to the centre's work
- will not introduce volunteers to replace paid staff
- expects that staff at all levels will work positively with volunteers and, where appropriate, will actively seek to involve them in their work
- recognises that volunteers require satisfying work and personal development and will seek to help volunteers meet these needs, as well as providing the training for them to do their work effectively
- will endeavour to identify and cover the costs of involving volunteers
- recognises that the management of volunteers requires designated responsibilities within specific posts.

HEALTH AND SAFETY

- Volunteers are covered by The Junction's Health and Safety Policies; a copy of which is provided during the Volunteer Induction .
- Before they begin volunteering, Volunteers must provide information about any pre-existing injuries or conditions (e.g. allergies) that may affect their work, as this is required by The Junction's insurers.

... continued



PRACTICE GUIDELINES

More detailed information, including copies of the documents referred to are provided during the Volunteer Induction.

Recruitment & Selection

Recruitment of volunteers will generally be from all sections of the community, and will be in line with The Junction's Equal Opportunities Policy. Positive action in recruitment may be used where appropriate.

People interested in becoming volunteers with The Junction will be invited for an informal talk with the Volunteer Organiser.

Volunteers will be given an information pack including general information about the centre and specific information on the volunteer post in which they are interested.

All volunteers will be asked to complete a simple application form and to supply two referees.

Volunteers with The Junction will come into contact with vulnerable people and be in a position of trust. They will therefore undergo a Disclosure Scotland/Protecting Vulnerable Groups record check.

This information will be dealt with in the strictest confidence and will not necessarily prejudice the person being accepted for voluntary work.

Volunteer Agreements and Voluntary Work Outlines

Each volunteer will be given a role outline and sign a Volunteer Agreement containing full information about their chosen area of volunteering work, with a clear setting out of their responsibilities; and The Junctions responsibilities to them.

The Volunteer Agreement is not a contract.

Each volunteer will also receive a copy of this Volunteer Handbook.

EXPENSES

All volunteers will have their travel and other expenses reimbursed. Volunteers working a minimum of five hours per day will be able to claim expenses for lunch. *(This does not apply to volunteer counsellors/ students on placement.)*

INDUCTION AND TRAINING

All volunteers will receive an induction into The Junction and their own area of work. Training will be provided as appropriate. Where possible, volunteers will be entitled to receive additional training on the same basis as paid staff.

SUPPORT

All volunteers will have a named person as their main point of contact. They will be provided with regular support to feed back on progress, discuss future development and to air any concerns.

Good Practice sessions will be held quarterly, when all volunteers will come together as a group.

THE VOLUNTEER'S VOICE

Volunteers are encouraged to express their views about matters concerning The Junction and its work.

CONFIDENTIALITY

Volunteers are bound by the same requirements for confidentiality as paid staff.

A copy of the confidentiality policy will be provided during the Volunteer Induction, and must be signed prior to volunteering.

INSURANCE

Volunteers are covered by The Junctions insurance policy whilst they are on the premises or engaged in any agreed work on The Junction's behalf.



EQUAL OPPORTUNITIES

The Junction operates an equal opportunities policy with respect to both paid staff and volunteers. A copy will be provided during the Volunteer Induction.

Volunteers will be expected to demonstrate an understanding of and a commitment to our equal opportunities policy.



ENDINGS

When a volunteer ceases volunteering with The Junction, they should give as much notice as possible.

The Junction requests that volunteers meet with the Volunteer Organiser to discuss their volunteer time, to provide feedback, to finalise arrangements for the return of any materials; and to complete any necessary paperwork.

On the basis of their voluntary work, volunteers will have the right to request a reference; if they have volunteered for a minimum of three months.

Volunteers will be supported to move on to other options.

PROBLEMS

The Junction has a policy to deal with grievances volunteers may have. In line with this volunteers have the right to discuss any concerns they have with the Volunteer Organiser.

If the Volunteer Organiser is unable to resolve the problem he or she will refer the matter to the Manager and ultimately the Board of Directors, with the permission of the volunteer.

The Junction has a policy on how it will deal with any disciplinary issue regarding a volunteer, a copy of which will be provided during the Volunteer Induction.

Volunteer Conduct

Volunteers are required to maintain satisfactory standards of performance whilst volunteering. They are expected to comply with all reasonable instructions given by staff, and to demonstrate an acceptable level of conduct and politeness.

Dress & Appearance

Volunteers are required to dress in a manner appropriate to the volunteer function they are engaged in; with consideration given both to their personal appearance and personal hygiene.



Drugs & Alcohol

The use or handling of illicit drugs or alcohol is completely unacceptable whilst volunteering with The Junction. Neither is it acceptable to appear for a volunteer shift under the influence of illicit drugs or alcohol.



Positive Role Modelling

Young people who access our services may well look to the staff and volunteers as role models. Therefore it is important to consider how we present ourselves, our opinions and behaviours.

Working with a positive attitude when dealing with stress and challenges, can go a long way to encouraging people to avoid a negative outlook.

Using good communication skills, whilst demonstrating kindness, honesty and integrity during volunteering, can have a significant impact on the lives of those who use our service.

Appropriate Boundaries & Sharing

Sometimes it can be helpful to use a personal example when demonstrating a discussion point, however volunteers should aim to keep this to a minimum; ensuring that the young people and their life experiences are consistently the central focus of the work undertaken.

Developing a personal relationship beyond that of the volunteer role with a service user is unacceptable; including personal dialogues conducted via social networking sites and email.

If a volunteer has a pre-existing personal relationship with a service user, this must be raised with the Volunteer Organiser and/or the volunteer key staff member on shift.

There may be occasions where a young person shares information with a volunteer, which they consider suggests that the young person or someone else is at risk of harm - in this situation the volunteer would talk immediately to the key staff member on shift and then if it was appropriate follow The Junctions Child Protection Guidelines.

Volunteer Conduct continued...

Environment

Volunteers should try to reduce wastage by ensuring they avoid using unnecessary lighting/heating or leaving taps running and should switch off any equipment not in use; handling resources with care.

Property & Equipment

The Junction resources and premises should only be used for project related business, unless agreed through prior arrangement with staff.

Attendance & Timekeeping

Volunteers are asked to arrive for their shift promptly and to remain for their agreed hours; and should attempt to provide staff with as much notice as possible when time off or alterations are required.

FOCUS

Volunteers are expected to give their volunteer tasks their full focus during their agreed hours.

... and please remember

Volunteers can say “**NO!**” to requests they consider unrealistic, beyond the scope of their role or that they do not have the skills to carry out. They just have to talk to the ‘named worker’ or the Volunteer Organiser

Volunteer Induction Checklist

ORGANISATIONAL ISSUES	DONE	DATE	NOTES
Mission Statement & Values			
Project Information; Client Group & Services			

RECORDS & PROCEDURES	DONE	DATE	NOTES
Volunteer Information			
Volunteer Agreement			
Support & Good Practice Meetings			
Training			
Expenses			

POLICIES	DONE	DATE	NOTES
Volunteer Policy			
Equal Opportunities			
Health & Safety			
Child Protection			
Confidentiality			
Complaints/Concerns			

PRACTICAL DETAILS	DONE	DATE	NOTES
Tour of Project			
Introduction to Team			
Workplace Resources (office/library/refreshments)			
First Aid			
Fire Drill			

OFFICE PROCEDURES	DONE	DATE	NOTES
Telephone Systems			
Desk/Room Booking			
Mail System			
Recording Hours			
What's Kept Where (stamps, stationery, etc...)			



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