

2020

South Cliff Gardens Volunteer Handbook



Gemma Alexander
Scarborough Borough Council
1/1/2020

Hello and welcome to the South Cliff Gardens Volunteering Team.

Thank you very much for taking part in one of our volunteer assignments. We are glad you have decided to volunteer with us, your time, enthusiasm and commitment to this project are invaluable to us, and as we move forwards into an exciting period of development for the gardens, your input will be evermore vital and will help us to encourage wider participation in our events and activities and to create further opportunities for community involvement with South Cliff Gardens.

Best Wishes

Gemma Alexander

Community Engagement Officer

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CELEBRATING 25 YEARS OF THE NATIONAL LOTTERY



Introduction

We recognise the contribution volunteers make to their community and how much they can enhance the various projects which will be developed and run as part of the Heritage Lottery funded work to regenerate South Cliff Gardens.

The following policy has been prepared to set out the broad principles of voluntary involvement with the project.

Definition of Volunteering

We define volunteers as people who freely give their time to help us achieve our overall purpose as agreed with the Heritage Lottery Fund. Although not bound in an employment contract we expect all volunteers to sign our Volunteer Agreement and to attend an induction session before commencement of volunteer activity in order to ensure that you know what is expected of you and what you can expect from us in return for your time.

The volunteer role is a gift relationship binding only in honour, trust and mutual understanding and therefore no enforceable obligation contractual or otherwise can be imposed on you to attend, give or be set a minimum amount of time to carry out the tasks involved in your volunteer activity.

When recruiting we will create specific volunteer assignments to allow you to best understand the volunteering opportunities available and exactly what they entail. We will actively recruit volunteers who are suitable for the opportunity. Consideration will also be given to what you as a volunteer wish to gain from the role. We understand that volunteers give their time and expertise for many different reasons including:

- Boost your CV and gain skills which may help towards securing employment/ fulfil educational requirements.

- Gain new skills, knowledge or leisure activities.
- Offer your expertise to others.
- Make new friends and enjoy the company of others.
- Build networks.
- Support our cause.
- Inspire others.

As a volunteer you can expect:

- A supportive and positive environment that seeks to ensure that you enjoy volunteering underpinned by appropriate policies and procedures.
- To be treated with respect and courtesy at all times.
- To be treated fairly regardless of gender, sexual orientation, age, parental or marital status, disability, religion, colour, race, ethnic or national origins, or social/ economic background.
- An induction and opportunity to undertake appropriate training.
- A named contact for support.
- Relevant and up to date information and advice.
- To know what is (and is not) expected of you.
- To receive appreciation, recognition and thanks.
- Reimbursement of any reasonable out of pocket expense.
- Adequate public liability insurance.
- Respect to your right to privacy and that of your contacts.
- Equal opportunities.

In return we ask that you:

- Support our aims objectives and values.
- Abide by and operate within the applicable policies and procedures.
- Are open, honest and reliable.
- Treat fellow volunteers and staff with courtesy and respect.
- Let us know if you want to change the nature of your contribution.
- Let us know if we can improve the service and support that you receive.
- Reach a shared understanding with us of your role and commitment.
- Wear all personal protective equipment provided where appropriate and any identification/ uniform provided.

We will not take on volunteers under the following circumstances:

- To fulfil a post that exists in our current staffing structure as a paid post.
- If there is no suitable assignment for the skills and experience of the volunteer.
- Where there is no suitable member of staff to act as the assignment supervisor.
- Where the administration cost cannot be met by the budget.
- Where the applicant is under 16 years of age (if a volunteer is aged 16-17, a young person risk assessment will be required and will be subject to safeguarding considerations).
- Where the volunteer would be required to support services which would require them to undergo a Disclosure and Barring check.

Induction and Training

As a volunteer you will have an induction with the Community Engagement Officer. The aim of this session is to –

- Understand your volunteer role.
- Meet the team and any other key staff.
- Receive a copy of the volunteer handbook and be given a brief overview of its contents.
- Become familiar with health and safety policies.
- Become familiar with code of conduct policies.
- Issue volunteer ID.
- Plan future volunteer engagement/ training.

Feedback and Support

In order to make the volunteering process a positive one we will commit to ensuring that that you have appropriate opportunities to feedback and suggest improvements.

We will communicate with you regularly via –

- Team meetings/ briefings
- Email
- Social media (where appropriate)
- 1:1 meetings with your supervisor
- Newsletter

Should you have any concerns about your volunteer assignment or your progress, please speak to your supervisor or the Community Engagement Office.

Discipline, Fairness at Work and Complaints

Your welfare is of paramount importance to us. All volunteers will be treated in a fair and equal manner with respect to matters relating to discipline, fairness and complaints. Any arising problems will be dealt with as quickly as possible and in a fair and transparent manner.

If you wish to make a complaint, it will be taken seriously and treated with confidentiality. It is our hope that most problems can be resolved informally by discussing the matter amicably and professionally directly with the person(s) involved. If this is not the case or if you are uncomfortable about raising a matter directly then you should raise it with your supervisor who will investigate on your behalf.

Absence

If you are unable to attend, or expect to be late to an assignment it is important that you inform your line manager as soon as possible and certainly within one hour of your expected time of arrival.

Code of Conduct

The way that volunteers conduct themselves influences the public's opinion of the Council and the affiliated Heritage Lottery project.

As a volunteer with us you are required to conduct yourself within accordance of an approved code of conduct and it is important that you are aware of the minimum standards of behavior required by the Council prior to undertaking any voluntary activities.

Full staff code of conduct document available on request

Equality and Diversity

Scarborough Borough Council, as a major employer within the area, is committed to the principle and achievement of providing equality of opportunity in employment at the workplace to existing and potential employees and volunteers.

The council is also committed to the provision of high quality, relevant services free from discrimination and delivered in a way, which is accessible to all sections of the community. It wishes to set an example to others who provide goods and services by promotion and publicity of policies and practices, which are designed to encourage equality of opportunities.

Full equality and diversity document available on request

Health and Safety

We recognise that health, safety & welfare is an integral part of day-to-day activities.

We are committed to ensuring that all operations and activities are carried out with the intention of protecting the health, safety and welfare of all employees, contractors, volunteers and others who may be affected by those activities. We will when carrying out duties or implementing new processes assess and control the impact on the environment.

As a volunteer you will be made aware of health and safety matters during your induction and must be familiar with relevant health and safety procedures before undertaking any volunteering activities. Please ensure that you report any incidents or other dangerous any investigation as required.

Full Health and Safety Policy document available on request.

Dress Code

The dress code for each volunteering assignment will be at your supervisors discretion and should be appropriate to the role you are performing/ location/ weather conditions.

Private Use of Council Equipment

As a volunteer you will be expected to adhere to the Council's policies on the private use of Council equipment.

Social Networking and Blogs

Volunteers are advised not to write about their work or make reference to the Council on external web pages, i.e. in blogs or on social networking sites. Where a volunteer chooses to do so, he/she should make it clear that the views expressed are his/hers only and do not reflect the views of the Council.

GDPR

Scarborough Borough Council is committed to ensuring the responsible collection and use of personal data in the course of its business, under the requirements of the Data Protection Act 1998 (DPA) and the EU General Data Protection Regulation 2016 (GDPR). We will ensure that personal data is processed fairly and lawfully, and that the rights of data subjects are properly respected.

When collecting personal information from you, we will tell you how this information is to be used, and will not use your details for other purposes without your consent. This information will be treated as confidential and only used for the purposes of the South Cliff Gardens Volunteer Service.

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VOLUNTEER AGREEMENT



This agreement is issued to: [INSERT NAME](#) on [INSERT DATE](#).

This Volunteer Agreement describes the arrangement between Scarborough Borough Council and you. We wish to assure you of our appreciation of your volunteering with us and will do the best we can to make your volunteer experience with us enjoyable and rewarding. Volunteers are an important and valued part of the Council and we hope that you enjoy volunteering with us and feel a full part of our team.

This agreement tells you what you can expect from us, and what we hope from you. We aim to be flexible, so please let us know if you would like to make any changes and we will do our best. This Volunteer Agreement is in honour only and is not intended to be a legally binding contract of employment. The details given in the Volunteer Agreement are current at the time of issue.

THE VOLUNTEER ROLE

Your role as a volunteer is [INSERT DETAILS OF VOLUNTEER ROLE](#) and starts on [INSERT DATE](#). A copy of the volunteer role description which applies to you is attached for your information.

The hours that you will be asked to volunteer and the tasks you will be asked to undertake will be as discussed and agreed with your manager.

MANAGEMENT

Your manager will be [INSERT DETAILS OF MANAGER](#).

ROLES AND RESPONSIBILITIES

As a volunteer you can expect from us:

- A supportive and positive environment that seeks to ensure that you enjoy volunteering underpinned by appropriate policies and procedures.
- To be treated with respect and courtesy at all times.
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- Reach a shared understanding with us of your role and commitment.
- Wear all personal protective equipment provided where appropriate and any identification/ uniform provided.

INDUCTION AND TRAINING

Your manager will provide you with an induction in relation to the work of the Council, the team in which you will be based, its staff, your volunteering role and the induction and/or training you need to meet the responsibilities of this role.

SUPERVISION AND SUPPORT

Your manager will explain the standards we expect for our Services and encourage and support you to achieve and maintain them. Your manager will also meet with you in order to discuss your volunteering and any successes and problems so that we can help you to develop your volunteering role with the Council.

ABSENCE

In the event that you are unable to attend, or expect to be late, it is important that you inform your manager as soon as possible and certainly within one hour of your expected time of arrival.

DRESS CODE

Your dress code is at your manager's discretion and will be appropriate to the role being undertaken.

PRIVATE USE OF COUNCIL EQUIPMENT

You will be expected to adhere to the Council's policies on the private use of Council equipment, including use of the internet, E Mail, telephones and post etc.

DISCIPLINE, FAIRNESS AT WORK AND COMPLAINTS

To try to resolve fairly any discipline, fairness at work and complaint that may arise whilst you are a volunteer with the Council in the event of an unresolved problem to offer an opportunity for you to discuss the issues with an appropriate officer as set out in the Council's Volunteers Policy.

INSURANCE

The Council will provide adequate insurance cover for you whilst undertaking voluntary work that has been approved and authorised by the Council.

EXPENSES

Where appropriate your manager will discuss and agree with you the different types of expenses which will be reimbursed, the level of expenses you can expect to be paid and how and when an expenses claim should be made.

ACCEPTANCE

I accept the Volunteer role, on the basis of above agreement of which this is a true copy.

Name.....

Signed.....**Date**.....

MONTHLY HOURS LOG –Voluntary Assignments

Volunteer name:
Volunteer signature:
Supervisors name:
Supervisors signature:

Date	What did you do?	Hours	Initials

Skills Diary

It is our hopes that volunteering with us will not only be an enjoyable experience on a personal level but will also enable you to gain new skills and knowledge that may be useful to you in the future. This section allows you to record what new skills you have gained. It is intended for your reference only and is therefore optional to complete. (Please speak to your supervisor if you require additional sheets).

Date	Activity/ Training	Skills/ Knowledge Gained

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