

VOLUNTEER HANDBOOK

**BRING AND
LEARN NEW
SKILLS
GET TRAINED
AND BE A PART
OF OUR WORK**

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ROWLANDS-SELKIRK.ORG.UK**

ROWLANDS

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Welcome

Welcome to Rowlands' team of volunteers! We extend a warm welcome to you and hope that volunteering with Rowlands will be both enjoyable and rewarding.

Rowlands appreciates our volunteers and wants to make sure that this is an amazing experience for to help us achieve this We have designed this handbook. We have our own volunteer facebook page to keep everyone up to date, to share news. When you volunteer you will get a mug with your name on it and we have regular get togethers where all our volunteers are invited

If you require any additional information or advice that is not contained within this handbook, or if you would prefer to talk to someone in person, please speak to a member of staff.

WHY ROWLANDS INVOLVE VOLUNTEERS

We welcome the involvement of volunteers in our organisation because of the unique qualities they bring. Volunteers are able to further enrich the lives of the people within the local area. Volunteers typically bring a wide range of skills and experience, fresh ideas, flexibility, and good understanding of the local community.

WHAT ROWLANDS CAN OFFER YOU

- ◆ We can help to improve your understanding of the work environment particularly work place behaviour and become more aware of the demands within youth work.
- ◆ Learn which skills and competencies are required within Youth Work. Being asked to work on projects with partners.

- ◆ Rowlands can offer valuable training that is recognised by other organisations and will be useful in future careers and volunteering opportunities. Such as First Aid and Child Protection
- ◆ Develop skills in working with young people and gain experience and knowledge on how to support and advise on issues affecting them.

About Rowlands

Rowlands is a local charity that was set up on the initiative of concerned parents, open 5 days a week centre for the young people of Selkirk.

The generosity of the Tait family; and donations from local people and businesses; enabled the then working group to obtain the premises which were formerly Rowland Tait's hardware shop, and the flat above it.

Rowlands has been named "Rowlands" in memory of the Tait family's generosity and contribution to the well-being of the young people of Selkirk.

Rowlands is run by a Board of Trustees, elected by the Members of Rowlands.

Membership is free and open to anyone aged 16 or over who supports our aims and purposes which are:

To advance the education of young people aged between 12 and 21, who live or work in Selkirk and surrounding settlements, although we are open five days a week for young people aged 12 until they turn 18. We also aim to provide a safe and secure environment for all who use our services as well as improve the conditions of live for young people by the provision of a leisure and recreational facility for the purpose of youth work.

What is Volunteering?

There are many ways to get involved within Rowlands. If you have specific areas of interest or a particular set of skills we will do our best to match you to an opportunity that is available within the organisation.

Why Volunteer?

Volunteering can benefit you in many ways; here is a list of just a few of them!

The enjoyment of being part of a team.

A chance to meet new people, make new friends and gain confidence.

The chance to use your individual talents and skills to benefit young people.

Personal growth and development.

The rewarding feeling of supporting someone to achieve their potential.

The knowledge and satisfaction of making a real difference.

Support to gain a qualification.

'I volunteer at Rowlands to try to make a difference to the children and young people who need to use the fantastic services provided'

Elaine – Board Member



Volunteer rights and responsibilities

Rights

- ◆ To be a valued and appreciated member of the Rowlands team.
- ◆ To be treated with respect and dignity as defined by the 9 protected characteristics. This means Rowland's will not tolerate any form of discrimination against volunteers, staff, visitors or young people.
- ◆ To be listened to and take any concerns seriously.
- ◆ To have an agreed, clearly outlined list of objectives and tasks, so all volunteers know what is expected of them.
- ◆ To be able to say no or negotiate tasks and responsibilities.
- ◆ To have someone to go to for support and to talk with about the voluntary activity and any problems that may arise. As well as ask for help whenever you feel it is needed.
- ◆ To volunteer in safe premises with safe conditions.
- ◆ To be kept informed about changes within Rowlands which affect you and your time with us.

Responsibilities

- ◆ To treat others with respect and dignity.
- ◆ To attend training, be aware of health and safety in the building including any relevant procedures and equipment e.g. fire exits, extinguishers, etc.
- ◆ To be reliable and punctual, providing necessary notice of any absences.
- ◆ To share any worries or concerns you may have about volunteering with staff.
- ◆ To approach young people, staff and the public in a polite, friendly and cooperative manner.

Protecting Vulnerable Groups (PVG) scheme

Rowlands must ensure that everyone involved with the organisation, including volunteers and staff, is suitable for the kind of work or voluntary activity they are doing. We do this in several ways.

Introduction meeting to discuss reasons for volunteering.

Trial sessions to make sure that you're right for volunteering and Rowlands is the right space for the volunteer.

Joining or updating PVG scheme record.

All staff and volunteers who will be working or volunteering directly with young people will be asked to have a PVG (Protecting Vulnerable Groups) check. We will also require you to complete an application form which will be securely stored, accessed by those who need to see it and sensitively destroyed.

When we ask for personal information, we promise:

- ◆ To make sure you know why we need it.
- ◆ To only ask for what we need.
- ◆ To make sure that we protect it and make sure that nobody has access who should not.
- ◆ To make sure that we do not keep information any longer than necessary.
- ◆ Not to make your personal information available for commercial use without your permission.

Information for transgender disclosure applicants

If you're transgender and applying for a disclosure you can apply using a special process.

This means you only have to tell Disclosure Scotland your previous gender.

You don't have to tell the person or organisation asking you for a disclosure – unless you're happy for them to know.

Disclosure application process for transgender applicants

You should use your present name and gender to fill out the disclosure application form.

Do this for whatever type of disclosure you're applying for.

You don't have to:

Notify Disclosure Scotland of your previous names

Answer 'yes' to the part of the form about previous names unless you had other names that don't relate to your transgender status.

Disclose names that you were previously known by.

Give your Gender Recognition Certificate (GRC) to your employer.

To complete your disclosure application, you'll need to provide Disclosure Scotland with details of your previous names.

To do this, you should send a letter to Disclosure Scotland including the following information:

- your case reference number
- your contact details
- details of your previous names

Disclosure Scotland's Operations Management will let you know when they have received your information, so you can be sure your information will be handled safely.

Policies and Procedures

Relevant policies and standards that you should be made aware of during your induction are:

- ◆ Health & Safety Policy
- ◆ Concerns and Complaints
- ◆ Equality & Diversity
- ◆ Confidentiality
- ◆ Public Interest Disclosure (Whistle-blowing) Policy
- ◆ Protecting Children & Young People
- ◆ Child Protection

Health & Safety

All volunteers must recognise and accept their responsibilities under Health & Safety at work act 1977 and carry out their duties accordingly. Volunteers are expected to comply with any measures aimed at protecting their own and others' safety, and to work safely at all times. If you have any concerns relating to Health & Safety you must inform the line manager of Rowland's immediately.

In the event of any significant accident/incident or unsafe situation arising when your line manager within Rowland's is unavailable, you should bring the matter to the attention of any other staff member.

Absence

The rota for Rowlands is completed 3 months in advance to ensure everyone there may be times you cannot attend Rowlands as agreed. If you are unable to attend please contact the manager in as soon as possible by a telephone call or by text/email as a second option if you cannot reach anyone by phone. If they are unavailable leave a message to one of the staff in Rowlands.

Attendance

It is your responsibility to check when you have been put onto the rota. Please turn up 15 minutes before the session to speak with staff and be updated on issues and evenings activities.

Confidentiality

As a volunteer you may see or hear information of a private and confidential nature relating to Rowlands and users of the service. Information gained in this way must not be disclosed to any person, in detail or by way of illustration, either during your volunteering or afterwards. Failure to adhere to this principle may be in breach of the Data Protection Act 1998, as well as Rowlands Confidentiality policy. Breaches in confidentiality may result in your voluntary role being terminated.

Equality & Diversity

Rowlands operates a Fair Access, Diversity and Inclusion Policy in line with the 9 protected characteristics of the Equality Act 2010. Every Young Person, Staff member and Volunteer is treated as an individual and no Young Person, Staff Member or Volunteer will be discriminated against on account of their age, race, colour, religion, culture, gender, sexuality, marital status, social status, disability or appearance, nor be disadvantaged by any other condition or requirement that cannot be shown to be justified.

The Equality Act, which came into force on 1 October 2010, replaced previous anti-discrimination legislation. The Equality Act covers exactly the same groups of individuals that were protected by the previous legislation. However, the headings of age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership, and pregnancy and maternity are now to be known as 'protected characteristics' If you have any concerns regarding anyone acting in a discriminatory way please raise with the line manager.

Problem Solving Procedures /Concerns & Complaints

Rowlands would like all volunteers to enjoy volunteering with us. If you have any problems or concerns while you are volunteering, please talk to the line manager as soon as possible to enable any issues to be dealt with promptly.

If we think there is a problem with the work you are doing for Rowlands then we will also try to talk to you as soon as possible.

Rowlands is committed to listening and responding actively to any comments, concerns and complaints. We will make every effort to respond to concerns before they develop into complaints.

Any concern or complaint should be raised with the line manager this can be done verbally or in writing. Full details of the procedure can be found in the Rowlands office.

Social Media Policy

Internet communication methods are becoming increasingly important tools for young people, and Rowlands. The intent of the Rowlands social media policy is to ensure the safety of staff, volunteers and young people, when using social networking sites.

The policy applies to any staff or volunteers who wish to use social networking sites to communicate with young people. Under no circumstances should Rowlands employees or volunteers invite or accept young people to be a 'friend' on social networking sites.

Personal privacy settings should be set so that only invited friends (not young people) can view personal information, images, comments etc.

Care and consideration should be taken to ensure that any content within the profile/pages does not:

- ◆ Discredit the individual or others within Rowlands.
- ◆ Create a perception of the volunteer's inability to fulfil their role as a volunteer.
- ◆ Contain content which might be interpreted as an official statement on behalf of Rowlands.



FIND US ON



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