Updated

25/06/22



**VOLUNTEER AGREEMENT**

A local drop-in centre which provides adults with learning disabilities, their families, and carers the opportunity to access social and recreational facilities, advice, and support.

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# Procedure for becoming a volunteer at Jackie’s Drop-In

Welcome to Jackie’s Drop-In, we hope you will soon become part of the team and help us to provide a safe, sociable haven for our service users (SUs).

Please read this document carefully, if you are happy with all its contents and wish to become a volunteer here than please sign and return the agreement sheet in Appendix A.

Once we have received this signed agreement, we will

* process your DBS
* complete a short risk assessment for you at the Centre

Once we have processed your DBS & completed your risk assessment, we will add you to the rota and provide you with a T-shirt(s)/Sweatshirt and a Photo ID Badge

You will then be on a six-month probationary period which will give you time to:

* complete the mandatory training courses
* read the relevant policies and procedure documents
* decide if this is right role for you

After the successful completion of your probationary period you will have a short interview with a member of the management team, this is an opportunity for both you & us to confirm that this is the right role for you.

If you have any questions or need any more information, please contact any member of our management team:

* Jackie Nealon
* Zoe Theakston
* Shane Willis
* Rosemary Bailey

## 1. Applying for your DBS

It is a legal requirement that all people working with vulnerable adults must complete a DBS (Enhanced Disclosure). We will complete the application form together at the centre.

Please provide the following documentation:

* Proof of identity, (passport/drivers licence/birth certificate/adoption certificate)
  + Details of any previous name changes
* Proof of address, two documents required, (utility bill/bank statement/credit card statement/P45 or P60/benefit statement/council tax statement)
  + if you have lived at your current address for less than 5 years you need to provide details of your previous address
* Details of your nationality and your NI number, place of birth, any convictions, reprimands or final warnings?

*The Enhanced Disclosure contains details of both spent & unspent convictions, as well as cautions, reprimands and final warnings held on the Police national Computer. It also contains non-conviction information from local police records if it is thought to be relevant to the position applied for. For further information visit:* [*https://www.gov.uk/government/organisations/disclosure-and-barring-service*](https://www.gov.uk/government/organisations/disclosure-and-barring-service)

## 2. Volunteer Roles & Responsibility

As a volunteer you will need to make a commitment to the Centre, there are certain roles that will need to be performed.

### 2.1 Responsibilities for all Volunteers working at the Centre

* Arrive at lease 15 minutes before the start of the session
* Help with the daily tidy at the end of a session
* Attend the monthly Volunteer meeting
* Keep mobile phones on silence & only take emergency calls during the sessions
* Keep any Centre information confidential, especially the SUs’ personal information
* Value & respect your colleagues and the SUs
* Wear staff T-shirt or sweatshirt during the session and your photo ID badge
* Socialise with the SUs – chat, share/discuss interests
* Be aware of barriers encountered by people with disabilities
* Report any anti-social behaviour to the safeguarding officer (Shane) or any other member of the management team
* Raise awareness/promote the Centre in the wider local community
* Join our WhatsApp group – a useful medium for conveying messages to all our volunteers
* Join our Facebook page and share posts if you can
* Report any health & safety issues to management immediately, e.g. spillages etc
* Help with fund raising when you can
* Promote the use of all the activity rooms & garden, assist the SUs in utilising them
* Help SUs with taking plates to tables during lunch times
* If you are in the PC room, ensure that SUs are not surfing unsuitable content
* Promote use of the sensory room if you think a SU would benefit from it
* Assist with cleaning & tidying the Centre
* Accompany SU’s on trips if you can

### 2.2 Additional responsibilities for a general volunteer role

* Provide a weekly organised activity for the SU’s if you can, feel free to make other suggestions
  + Arts & Crafts
  + Karaoke
  + Music Therapy
  + Bingo
  + Pool tournaments
  + Exercise classes
* Encourage SU’s to participate in these organised activities

### 2.3 Additional responsibilities for a kitchen volunteer role

* Prepare the lunches
* Serve the lunches
* Take the money for all confectionary items sold
* Keep the fridge stocked
* Keep the kitchen clean & tidy
* Keep the canteen clean & tidy
* Put shopping away
* Check fridge temperatures regularly
* Prepare & serve party food at promotional events, e.g. Christmas/Halloween parties

### 2.4 Additional responsibilities for an office volunteer role

* Keep the attendance spreadsheets updated
* Manage the emails (categorise according to management team responsibility)
* Keep SU database updated & file SU membership forms
* Print SU crib sheet for external trips
* Assist with fund raising activities
* Assist with marketing activities

### 2.5 Additional responsibilities for a grounds volunteer role

* Ensure the outside space around the building is clear
* Ensure the grass is cut regularly

## 3. Commitment to regular shifts

Sessions are Monday to Friday from 11am until 3pm

You can commit to as many sessions per week as you want to

We will display a rolling four-week rota in reception.

We ask you to give us as much notice as possible if you cannot make your shift (at least two weeks) so that we can arrange cover.

If you are ill than please call the Centre as soon as possible to let us know or leave a message on the WhatsApp group chat

**Please note commitment to shifts is vital, as we must ensure we have sufficient staff present for every session.**

## 4. Familiarisation with Company Policies & Procedures

The following documents must be read during your six-month probationary period, and whenever we update them (we will let you know of any updates)

* Our Aims & Vision
* Volunteer Code of Conduct
* General Data Protection Regulations
* Confidentiality Policy
* Health & Safety Policy
* Equality & Diversity Policy
* Manual Handling Policy
* Drug & Alcohol Policy
* Control of Medication Policy
* Challenging Behaviour Policy
* Risk Assessment Policy
* Feedback, Comments & Complaints Policy
* Grievance Policy

## 5. Completing mandatory training modules

All volunteers must complete the following training modules during your six-month probationary period, and some may need to be renewed on a regular basis, we will let you know when.

* General Data Protection Regulations
* Equality & Diversity
* Safeguarding Vulnerable Adults
* First Aid Requirements & RIDDOR
* Health & Safety Basics & Essentials
* Infection Prevention & Control

In addition the Kitchen Volunteers will also be asked to complete:

* Food Safety & Hygiene (1)
* Food Safety & Hygiene (2)

## 6. Recording your skills set & previous experience

Please tell us of any skills and/or previous experience you have which would benefit your volunteer role, e.g. you love singing or arts & crafts, etc.

## 7. Annual Appraisals

This annual two-way process will be completed by you and a member of the management team, it is an opportunity for all of us to ensure you are getting the most from your volunteering role 😊.