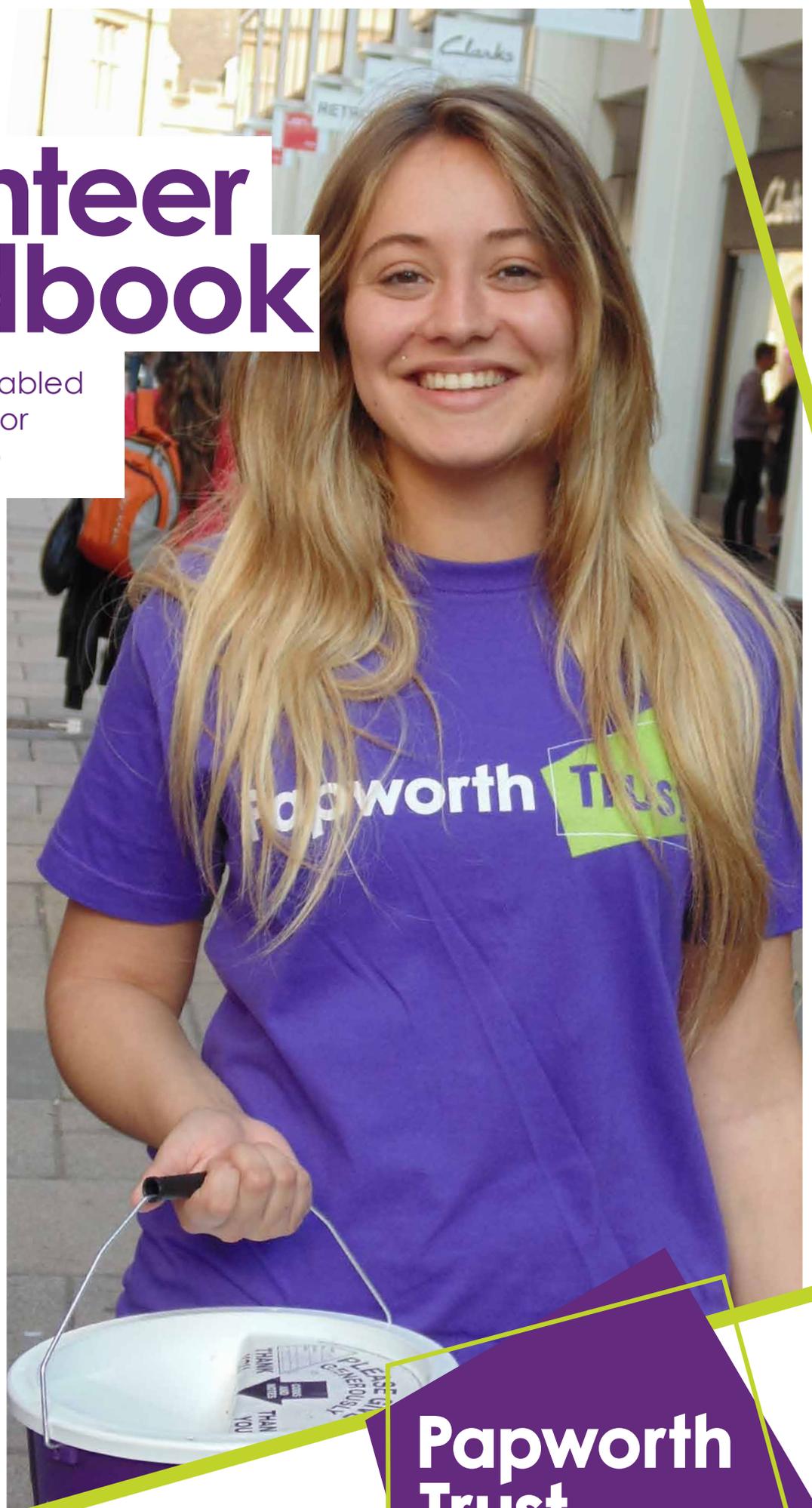


Volunteer handbook

a world where disabled people are seen for what they **can** do



**Papworth
Trust**

About Papworth Trust

Papworth Trust is a leading disability charity. Our work includes providing a range of high quality services for disabled and disadvantaged people and campaigning for changes that disabled people want.

Our vision

a world where disabled people are seen for what they **can** do.

Our values

We are committed to our charity values and strive to follow these in all our daily activities. Our values are:

We listen

to people's needs and build great services around them

We inspire

everyone to try to change our world

We support

people to live their lives to the full

We care

that every person is seen for what they **can** do

We work together

so that **we can** make a difference

Whoever we're dealing with – colleagues, partners, the people we support, MPs or other organisations – we work hard to maintain the highest professional standards.

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Contact the Volunteering Team

The Volunteering Team is responsible for the recruitment and welfare of all of our volunteers, including giving advice to you and your local Volunteer Manager when you need it. We also try to promote the achievements and contributions of our volunteers so everyone can see the great work you are doing.

Your local Volunteer Manager should be able to answer most of your day-to-day concerns, but we are always available to help.

Contact the Volunteering Team:

01480 357 200

volunteering@papworthtrust.org.uk

 **01480 357 200**  **volunteering@papworthtrust.org.uk**

 **www.papworthtrust.org.uk/volunteering**

Welcome

from Vicky McDermott,
our Chief Executive

Thank you for choosing to volunteer with us. I really appreciate the time and effort that you are putting in to creating a world where disabled people are seen for what they can do.

You are part of an established team of over 300 volunteers who play a critical role in supporting us. Without your time and skills, Papworth Trust would not be able to deliver the excellent services we provide to the thousands of people we help each year.

I am genuinely grateful for all the great work our volunteers contribute in many different ways. I look forward to hopefully meeting you one day and thanking you personally for your commitment.

Yours sincerely



Vicky McDermott
CEO, Papworth Trust



Our services

Care and support

Our care and support service provides the right kinds of care to meet the needs of our varied service users. Some of the help we offer includes:

- supporting people to enjoy a regular activity like swimming or a short trip away
- assistance with basic financial tasks including paying bills and record keeping
- personal support with everyday things like bathing, dressing and preparing meals, and
- overnight support

We are registered with the Care Quality Commission and also belong to the UK Home Care Association.

Work, training and rehabilitation

Our work and training service helps people to find and keep jobs that are right for them.

The Work Programme supports people to prepare for, find and stay in work. We work with everyone in a way that suits their personal circumstances, for example; they have been out of work for a long time or if they have recently become unemployed, or have a health condition. We support our customers by giving them the tools and skills they need to apply for jobs.

We also have an award winning rehabilitation service, which supports people who have had a life changing injury as a result of an accident, trauma or ill health. Our rehabilitation service is available to people from all over the UK.

Homes and repairs

Our homes and repairs service helps older and disabled people to live independently. We provide accessible homes and supported housing in the East of England.

Our teams also offer advice and support to people who want to repair, improve or adapt their homes. We give advice on making homes safer, more secure and more energy efficient. We also help our customers to claim any benefits they may be entitled to.

We have a handyperson service which helps people with big or small jobs around the home or garden.

Our services

Leisure, sport and social

Our leisure service helps disabled people to have fun, make friends and learn new skills.

Our centres offer a variety of leisure and learning activities, such as arts and crafts, computer skills, and gardening.

We run youth clubs for disabled young people to get together and enjoy games, arts and crafts, karaoke, and music.

We have three social enterprise cafés in Cambridgeshire, which are popular places to meet, eat and drink. These cafés also provide work experience and training for disabled and disadvantaged people.

Kerry Farm, located in the beautiful Welsh countryside, offers supported holidays to families. Here people affected by disability can come together, try new challenges or enjoy a rare chance to relax. We also have available an accessible holiday home at Kelling Heath Holiday Park in Norfolk.

Information and advice

Our Information Centre provides free information and advice for disabled people, their families and carers. We can give advice over the phone or by email to anyone who lives in the UK. We advise people on many topics, including their benefits, grants and accessibility.

The West Suffolk Disability Resource Centre in Bury St Edmunds offers free information and advice, care and support, leisure and learning and business services such as meeting room hire. The centre is accessible for people with physical, learning or sensory disabilities.



Volunteering at Papworth Trust

As a volunteer, there are many ways that you can help the Trust to support disabled people. Some of the volunteer roles we offer include:

- directly supporting disabled people with with activities or daily life
- office and administration work
- fundraising
- helping at events
- practical work like gardening, driving and DIY
- internships, and
- corporate and team days

If you would like more information about volunteering roles we currently offer, please visit our website: www.papworthtrust.org.uk/volunteering

Role descriptions and your development

Every voluntary role we offer has a role description. This describes the main tasks, time constraints, essential training and where the role is based. During your time as a volunteer you may have the opportunity to develop what you do or undergo extra training. We welcome this and encourage you to discuss this with your Volunteer Manager.

How volunteering can benefit you:

- find something you enjoy
- be part of a team, meet new people and make friends
- gain confidence
- improve your health
- gain new skills, work experience and a reference
- make a difference to the lives of disabled people, and
- help your local community

How much time is required?

You can choose to give as much time as you wish. The time requirement varies widely depending on what role you choose, but roles are often flexible and hours can be agreed with your Volunteer Manager.

Volunteer Agreement

As a volunteer with Papworth Trust you can expect:

- to be involved with an organisation dedicated to improving the lives of disabled people
- a supportive and positive environment
- to be treated with respect and courtesy
- to be treated fairly regardless of gender, sexual orientation, age, parental or marital status, disability, religion, colour, race, ethnic or national origins, or socio-economic background
- an induction and opportunities to undertake appropriate training
- a named Volunteer Manager for support, and access to the central Volunteering Team when you need it
- relevant and up-to-date information and advice
- recognition and thanks
- reimbursement of any reasonable out-of-pocket expenses occurred in the course of your volunteering, subject to following the expenses claims process
- adequate public liability insurance, and
- respect of your right to privacy and that of your contacts

In return we ask that you:

- support our aims and objectives
- remember that you are a representative of Papworth Trust
- follow our guidelines, policies and procedures where needed: these often safeguard your welfare and the welfare of those you work with
- are open and honest in your dealings with us
- complete any training that is essential for your role
- treat fellow volunteers and staff with courtesy and respect
- make no statements to the media about Papworth Trust without prior agreement and permission
- let us know if you wish to change the nature of your volunteering, and
- let us know if we can improve the service and support that you receive

Guidance for volunteers

We want your volunteering experience to be fun, rewarding and productive. Below is some of the main guidance you will need to get the most out of your experience.

Induction

When you start, you will receive an induction from your manager or a nominated member of staff. The aim of the induction is to familiarise you with the role, your team, surroundings, relevant policies and procedures, the wider organisation and what you will be helping to achieve. If you do not feel that you have been properly prepared for your role you should talk to your Volunteer Manager or contact the Volunteering Team for advice (details on page 3).

Expenses

Papworth Trust will reimburse volunteers for reasonable out-of-pocket expenses incurred in the course of your volunteering. This is subject to you following the expenses claim process. You can find the expense claim form on our website here: www.papworthtrust.org.uk/volunteering/im-a-volunteer

To complete your claim you will need to have your original receipts for things like parking, public transport tickets and agreed purchases. Or, if you use your own car to get to and from your volunteering, you will need to record your mileage. Your line manager will need to sign your form before your expenses can be paid.

Please ask your Volunteer Manager if you have any queries around a specific claim.

Your welfare benefits will not be affected by your volunteering with us, so long as you continue to meet the conditions required for receiving your benefits. The Department for Work and Pensions recommends that you tell the office that gives you your benefits about your volunteering role so they can advise you further.

Training

There is a range of training available to volunteers, and while some may be optional or requested, other training may be essential to your role. Usually mandatory training plays a vital part in keeping you and the people you work with safe, including those who use our services.

Guidance for volunteers

Our policy on essential training:

“In order for you to properly carry out the roles and tasks that may be associated with those of a volunteer, it may be necessary for you to participate in specific training provided by the Trust or external providers. You will be advised of this and the reason for the requirement as necessary and appropriate.

This training is provided purely in the interests of ensuring that the care and support offered to the customers of the Trust is maintained at the required consistent high standard, to ensure that our safeguarding obligations are being met at all times and to provide you with an appropriate level of health and safety, care and support as you work alongside our staff and customers.

The provision of training is not indicative of any employment relationship being created either at the time of its provision or at any time in the future.”

You may also become aware of optional training available during the course of your volunteering.

If you feel training would be beneficial to you in order to better perform your role or for you to take on new activities, you should first speak to your Volunteer Manager or supervisor. The Volunteering Team will help arrange or facilitate any training that your Volunteer Manager approves.

Guidance for volunteers

Insurance

All official volunteering activities are covered by our insurance policies. Your role profile and Volunteer Manager will be able to guide you in this, but if you have any concerns that what you are doing may not be covered, please contact the Volunteering Team using the details given on page 3.

Health and safety

We will make sure that you volunteer in a safe and healthy environment and will take steps to reduce any risks you may face. We may require you to attend training to this end. A health and safety briefing should form part of every volunteer's induction, including:

- who the qualified first aider is
- fire exits, procedures and precautions
- common hazards, and
- personal safety

As a volunteer, you are also responsible for your own health and safety, and that of those around you. You must report all accidents, or if you feel unwell, to your Volunteer Manager. You must also inform your Volunteer Manager if you have an existing health condition that we need to be aware of.

Safeguarding

As part of your volunteering you may interact with vulnerable adults or children, and you will need to be aware of our safeguarding policy and report any potential abuse. If you have concerns about someone's welfare, please report these immediately to your Volunteer Manager, another team member or the Volunteering Team. Safeguarding training is mandatory for many volunteers and if you have not yet received this but work regularly with our service users, you should request it from your Volunteer Manager.

Guidance for volunteers

Confidentiality and data protection

The purpose of confidentiality and data protection is to protect people from unauthorised, unreasonable use of personal information. As a volunteer you will need to observe any practices that are in place to maintain the confidentiality of personal information. All of our departments operate a clear desk policy and important information must be stored away, not left on show. All personal information must remain confidential unless it is connected to a welfare or safeguarding issue that your Volunteer Manager should be made aware of.

Comments and improvements

We are always trying to improve our services and welcome your comments or suggestions. In the first instance please tell your Volunteer Manager if you have any suggestions of what we could improve. If this is not appropriate you can contact the Volunteering Team using the contact details on page 3.

From time to time we send out short surveys to our volunteers to get an overall impression of how things are going. If you receive an invitation to one of these surveys it will be up to you if you want to participate. We read every response that we receive and value all points of view: this is your opportunity to let us know what you think!

Problem solving and complaints

If you have a problem, or find out about any activities that you believe to be illegal or not right, you should tell your Volunteer Manager or another team member immediately. If you are unable to do this, or are not happy with the outcome, then please inform the Volunteering Team (details on page 3). Anything you say will be kept confidential. All issues and complaints will be dealt with openly, fairly and quickly to:

- protect you
- minimise disruption to staff, the people we support and other volunteers, and
- protect the reputation of Papworth Trust

Guidance for volunteers

Policies and guidelines

We have a number of formal policies and guidelines that may be relevant to you in your volunteering role. These are available from our intranet site or else your Volunteer Manager will make these known to you. Please note: most of these documents will be written primarily for a staff audience, but they may still be helpful in explaining the standards we need to keep to. Some examples include:

- Volunteer policy
- Safeguarding policy
- IT policy
- Equality and diversity policy
- Health and safety policy
- Data protection and clear desk policy
- Code of conduct, and
- Guidelines for complaints

Leaving Papworth Trust

If you decide to leave your volunteer role, please inform your Volunteer Manager at the earliest opportunity. We will try to understand your reasons for leaving, explore anything that we could have done to keep you, and thank you for your contribution.

In due course we will offer to carry out an exit interview with you. This is a chance for you to give feedback on your volunteering experience. Your feedback will help us to improve our volunteering programme for future volunteers, so we would urge you to take part if you can.

Asking for a reference

If you would like to use Papworth Trust as a referee to support your application for employment or another voluntary role, please use the following contact details:

 The Volunteering Team
Papworth Trust
Bernard Sunley Centre
Papworth Everard
Cambridgeshire
CB23 3RG

 01480 357200
 volunteering@papworthtrust.org.uk

Case study

Matt:

Papworth Trust is proud to boast volunteers from all walks of life. Matt from Morgan Sindall Plc, a leading UK construction group, is part of a team of volunteers that come to help develop the gardens and building of our Cambridge Centre, which provides leisure and learning opportunities for disabled people, as well as helping get people back into work.

Matt uses the skills he has to benefit others: can you do the same?



“I enjoy volunteering at Papworth Trust because it’s extremely rewarding it’s one of the more enjoyable parts of the working day”

supporting more
people to say **i can**

 **0800 952 5000**

 01480 357 200

 volunteering@papworthtrust.org.uk

 www.papworthtrust.org.uk/volunteering

 @Papworth_Trust

 /papworthtrust

 Bernard Sunley Centre, Papworth Everard, Cambridge CB23 3RG



This is available in other formats and languages on request

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