

VOLUNTEER HANDBOOK



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We are very pleased that you have joined us as a volunteer. In this handbook you will find information to assist you in your volunteering experience. It aims to answer most of the questions you may have about volunteering with Quarriers.

You are now part of an organisation that makes a real difference to thousands of people's lives. Volunteering is a worthwhile activity that will enhance your life and aid personal development. By volunteering with Quarriers you will gain new experiences, try something new, make friends and have fun!

I hope you enjoy your time with Quarriers and welcome to the team.

Louise McGinty

Volunteer Co-ordinator

QUARRIERS SERVICES

Quarriers was founded by William Quarrier over 130 years ago to re-home orphaned and destitute children in Scotland. Today it's a different story.

We provide the most diverse range of services in Scotland through more than 100 projects. Since 2005 we have expanded into England and currently have projects in South West and North East. Our highly trained, professional staff have the expertise and experience to support and care for:

- Adults and children with a physical or learning disability
- Children and families facing poverty, family breakdown, exclusion and disadvantage
- Young people who find it difficult to cope with mainstream school or with growing up
- Homeless young people experiencing exclusion, lack of self-esteem and a multitude of other daily problems
- People with epilepsy requiring assessment, diagnosis and support for their condition
- Carers of all ages needing support, advice or just a friend to listen to them



ORGANISATIONAL STRUCTURE



Quarriers' Board of Trustees takes responsibility for overseeing the direction of Quarriers. Heading up this group is the Chair of Quarriers. Board members do not work full time for Quarriers, many already have full time jobs elsewhere, but work on a part-time voluntary basis for Quarriers. They meet several times a year and try to support many of Quarriers' activities and work closely with Quarriers' Executive.

The Board is made up of 12 members elected at the Annual General Meeting.

MISSION STATEMENT & VALUES

Our vision is of a just and accepting society, where everyone can participate and enjoy life. Quarriers commitment to quality means that our highly trained, professional staff have expertise and experience to give each person we work with the support that best suits their individual needs and likes, in a warm, caring and supportive atmosphere, whatever their stage of life.

Quarriers is a charity with its roots in Scotland aiming to work across the UK and to share best practice more broadly. Quarriers' people are warm, supportive and caring. We are committed to getting things done in a professional and positive way, and to ensuring that the people we work with get the most out of life.



WHAT IS VOLUNTEERING?

“Volunteering is the giving of time and energy through a third party, which can bring measurable benefits to the volunteer, individual beneficiaries, groups and organisations, communities, the environment and society at large. It is a choice undertaken of one’s own free will, and is not motivated primarily for financial gain or for a wage or salary.”

Scottish Executive, Volunteering Strategy, Edinburgh 2004



WHY QUARRIERS INVOLVE VOLUNTEERS

We welcome the involvement of volunteers in our organisation because of the unique qualities they bring. Volunteers add value to Quarriers' work and enrich the lives of the people we support.

Volunteers bring specialist skills and knowledge, new ideas, flexibility to focus intently on a particular issue or task and immediate access to the community.

WHAT QUARRIERS CAN GIVE YOU

Quarriers is a large organisation and there are many volunteering opportunities available.

The following are some examples:

Befriending, supporting social/recreational activities, tutoring, driving, outreach work, gardening, DIY and administration.

There are also opportunities within our support departments including HR, Quality, Policy, Communications and Fundraising.

Quarriers can also offer comprehensive training that is recognised by other organisations and will be useful in future careers and volunteering opportunities.



INFORMATION

Recruitment Process

Step 1 – Enquiry

When you contact us expressing an interest in volunteering an application form will be sent to you.

Step 2 – Application Form

On receipt of completed application form you will be contacted to clarify area of interest and the application form will be forwarded to the manager/staff member of the relevant project/department.

Step 3 – Meeting

The manager or staff member of the project/department will contact you to arrange a date and time to meet for a chat. Due to the sensitive nature of some projects a more in-depth interview may be required in some cases. The project will explain this in more detail before your meeting.

If successful we will then contact your referees for references (a minimum of two references is required) and ask you to complete a disclosure form to enable vetting by Disclosure Scotland.



All staff and volunteers within Quarriers undergo disclosure checks. A disclosure is a document containing impartial and confidential criminal history information held by the police and government departments which can be used by employers to make safer recruitment decisions. The Scottish Government introduced a new membership scheme called Protecting Vulnerable Groups Scheme (PVG Scheme). This will replace and improve upon the current disclosure arrangements for people who work with vulnerable groups. Further information can be found at www.disclosurescotland.co.uk/about/vulnerable-groups.

The possession of a criminal conviction will not be an automatic bar in relation to volunteering at Quarriers. Full consideration will be given to each situation where a volunteer with disclosed convictions has applied to volunteer at Quarriers.

Volunteers cannot commence volunteering until Quarriers Volunteer Centre has signed off receipt of satisfactory references and Disclosure Checks. The manager of the project/department will contact you to discuss a start date when all relevant paperwork is in place.

If your application is turned down a letter from the manager of the project/department you wished to volunteer with will be sent to you outlining the reasons.





Support, Induction & Training

The project/department you will be volunteering with will provide you with a named member of staff. The staff member will provide supervision, and will be your contact person should you have any issues or concerns whilst volunteering. At times you may feel your volunteering has been emotionally demanding. On these occasions speak to the member of staff who is managing you. They will also inform you who to speak to in their absence.

Quarriers have now extended the Employee Assistance Programme to volunteers. The service is free and offers expert advice, information, counselling and support available 24 hours a day 7 days a week. As well as information you have access to counselling and each person can have up to four free telephone or face to face counselling sessions. You can access the service directly by calling 0800 282193 or go online. Online support is unlimited and additional information can also be found on Quarriers site. Use the following user name and password to access the site. The user name is quarriers (all lower case) password is askme (all lower case and no spaces). The service is completely confidential.

As a volunteer you will have the opportunity to undertake an induction programme within the project or department you will be volunteering with.

The training will be relevant to the tasks you agreed to undertake as a volunteer. Any changes or additions to agreed tasks can be discussed at your support and review meetings and relevant training identified. If at any time you feel you do not want to undertake any new tasks as they are unrealistic or beyond the scope of the role you agreed to undertake, please discuss this with the member of staff managing you.



“The residents are great to work with as are the staff. There is a very positive atmosphere with much fun. I’m very impressed with the high standard of care offered by Quarriers, supported by the staff who are completely focussed on giving each resident support that is tailored to their own needs. As a volunteer I feel much more included within the organisation than I had anticipated, which makes the experience even more rewarding.”

*Russell Borland - Quarriers Village Supported Living
Volunteer Befriender*



Volunteer Task Description

Volunteers should be provided with a task description. This will be undertaken by a staff member at the project/department where you will be volunteering. This will provide you with an outline of volunteer role, main tasks, any skills required, days/hours volunteering will take place and training provided.

Volunteer Agreement

At your induction a volunteer agreement will be undertaken. The agreement will be between you and the project/department you are volunteering with. The agreement will set out what Quarriers expects of you and what you can expect from Quarriers. The agreement will also provide a record of agreed training/supervision and the name of the staff member who will be supporting you.

Volunteer Standard

Quarriers' Volunteer Standard provides overall guidance and direction for staff and volunteers. Every project and department is issued with a copy and are requested to read and implement the standard. As part of induction volunteers should be given the volunteer standard to read and opportunity to seek clarity on any area if necessary. Copies are available from the Volunteer Centre on request.





Code of Conduct

Quarriers' staff and volunteers, are expected to uphold clearly stated values as found in Quarriers' Professional Code of Conduct

- Value each person's individuality and respect his or her total wellbeing.
- Value the development and maintenance of trustworthy relationships, personal and professional.
- Value the environment and use resources wisely, accepting responsibility to the communities in which we work.
- Value a just and socially inclusive society.

Other relevant standards that you should be made aware of during your induction are:

- Health & Safety Policy
- Concerns & Complaints Standard
- Equality & Diversity Standard
- Confidentiality Standard
- Public Interest Disclosure (Whistleblowing) Policy
- Adult Support & Protection (if appropriate)
- Protecting Children & Young People (if appropriate)
- Mental Wellbeing at Work Standard

“It’s good it gets me time away from the unit. You can talk to her about stuff. She is always interested in what I’ve been doing. It would be great to see more of her. I feel great to be the first to get a befriender.”

Andrew –young person supported at Seafield School



Insurance

As a volunteer you will be covered by Quarriers' insurance policies for work related activities during any period of your volunteer involvement.

Health & Safety

All volunteers must recognise and accept their responsibilities under Health & Safety Law 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 your line manager of the project or department where you are volunteering immediately.

In the event of any significant accident/incident or unsafe situation arising when your line manager or other senior managers within that department/service are unavailable, you should bring the matter to the attention of any Senior Manager at Quarriers or to the Health and Safety Department without delay.

Volunteer Expenses

All volunteers will be entitled to claim travelling expenses direct from your home to the project/department if you wish, and for the purpose of carrying out any volunteer duties. All claims must be made on a Volunteer Expenses Claim Form (with appropriate receipts attached), authorised by the line manager of the project/department where you are volunteering, and can be claimed after each journey.

Receipts: it is vital that volunteers return receipts or fill out their mileage claim form. This is needed due to our accountability to the Inland Revenue and to our funders. Payment will not be made without receipts.

Absence

Although volunteers are expected to fulfil their commitment to their role, there may be times you cannot attend as agreed. If you are unable to attend please contact the named contact person in advance. If they are unavailable explain your situation to one of the staff in the project/department.

Confidentiality

As a volunteer you may be privy to information of a private and confidential nature relating to Quarriers. 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 Quarriers' Confidentiality standard. Breach in confidentiality may result in your voluntary role being terminated.

Equality & Diversity

Quarriers aims to eliminate discrimination in the organisation against individuals on any basis including gender, religion, age, disability, ethnicity, and sexual orientation. The organisation strives to ensure a diverse workforce representative of the demographics of the communities in which we work. If you have any concerns regarding anyone acting in a discriminatory way please raise with your named line manager of the project/department you are volunteering with.

Problem Solving Procedures

Quarriers would like all volunteers to enjoy volunteering with us. If you have any problems or concerns while you are volunteering, please talk to your named 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 Quarriers then we will also try to talk to you as soon as possible. For further details of how problems will be dealt with, please look at the Problem Solving Procedure in the Volunteer Standard.



Volunteering Whilst On Benefits

As long as you only receive out-of-pocket expenses there should not be a problem with volunteering while on benefits. It is always good practice to inform Job Centre Plus before volunteering. Full information on this can be found in Volunteering while receiving benefits leaflet available from your local Job Centre Plus or contact Quarriers Volunteer Centre for a copy.

Volunteer Drivers

Any volunteer who is using their own car on Quarriers' business needs to ensure that their private car insurance company is made aware that they are using their vehicle for the business of Quarriers and that their policy is extended to provide business use. Quarriers cannot accept liability for damage sustained by the volunteer's car while it is being used on Quarriers' business.

If you are driving on Quarriers' business, the criteria for driving a Quarriers' vehicle is contained in the Volunteer Standard. Please refer to the standard for full information.

No Smoking Policy

It is the policy of Quarriers that all of our premises are smoke-free and we recognise that all employees have a right to work in a smoke-free environment. This includes leased vehicles and company owned vehicles, used to transfer either service users or staff. This does not include privately owned cars, however it is expected that any

volunteers using their own cars to transport the people Quarriers support should refrain from smoking in their presence. This policy applies to all employees, volunteers or visitors.

Concerns & Complaints Standard

Quarriers 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 your named line manager. Full details of the procedure can be found in the leaflet. If you have a complaint let us help you sort it out. Copies should be available in all projects and departments or contact the Quality Department for a copy.

Relevant Standards

Copies of all other relevant standards as outlined in the Volunteer Standard can be accessed in the project/department where you volunteer.

Quarriers Times & Bulletin

These internal magazines and information bulletins will be available at the project/department where you volunteer or by contacting the Communications Department.



Have your say

You can make your views known on the work of Quarriers by sending an email to Staff Direct. If you would like to be involved in a working group to look at relevant Quarriers' Standards you can contact the Quality Department for further information.

Useful Information and Links

Volunteer Co-ordinator

01505 616109

Head Office Reception

01505 612224 / 616000

for connection to:

Fundraising Department, Communications Department, Human Resource Department & Training Department, Quality Department and Health & Safety Department

Employee Assistance Programme

0800 282193

www.ppconline.info

South West England Regional Office

01225 339913

Administration/Training

Staff Direct

staffdirect@quarriers.org.uk

Job Centre Plus

www.jobcentreplus.gov.uk

What a volunteer means to me:

They bring **V**ariety to the tenants day. They are **O**bliging and on hand to help. They provide conversation and **L**aughter and most of all **U**nderstanding. They know what the tenants **N**eeds are. A visit from a volunteer can be **T**herapeutic to tenants. Giving **E**ncouragement and **E**nriching their lives. I have a lot of **R**espect for people who give up their time to volunteer.

Lorraine Andrew – Support Assistant, Quarriers Village Supported Living

About Quarriers

Quarriers is a Scottish charity providing practical support and care for children, adults and families at any stage in their lives.

Our family of services includes:

Quarriers Adult Disability

Quarriers Children and Families

Quarriers Epilepsy

Quarriers Young Adults

Quarriers
Transforming Lives

www.quarriers.org.uk

facebook

twitter

YouTube

flickr™

Blogger™

Registered and Head Office: Quarriers, Quarriers Village, Bridge of Weir PA11 3SX

Tel: 01505 616000/612224 Fax: 01505 613906

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