

# Quarriers Volunteer Handbook





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## Welcome

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 and answer any 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. It is only with your support that we can do this. Volunteering is a worthwhile activity that will enhance your life and aid personal development.

By volunteering with Quarriers, you will be helping others while, we hope, gaining new experiences, trying something new, making friends and having fun!

I hope you enjoy your time with Quarriers. Welcome to the team!

**Louise McGinty**  
**Volunteer Development Manager**

## Quarriers Services

Quarriers is one of Scotland's largest social care charities. We provide practical care and support for thousands of vulnerable children, adults and families who face extremely challenging circumstances.

Through our diverse range of services across the UK, we help thousands of people to reach their true potential.

We support adults and children with a physical or learning disability, and families facing poverty, family breakdown and disadvantage.

We provide guidance for young people with social, emotional or behavioural difficulties or who are homeless, and help them work towards a brighter future.

We offer advice and a friendly ear to carers of all ages, and through The William Quarrier Scottish Epilepsy Centre and fieldwork services, we help to transform lives for people affected by epilepsy.





## Organisational Structure

Quarriers' Board of Trustees takes responsibility for overseeing the direction of Quarriers. Board members volunteer with Quarriers on a part-time basis, and many have full-time jobs elsewhere. They meet several times a year and support many of Quarriers' activities.

Board members are elected at the Annual General Meeting and work closely with Quarriers' full-time Executive Team.

## Mission Statement and 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' 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 support 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 Involves Volunteers

Quarriers embraces working with volunteers because of the unique qualities they bring. Volunteers add value to our 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.

**Befriending, supporting people to attend activities, tutoring, driving, outreach work, gardening, DIY and administration are just some examples.**

In addition to volunteering at one of our services, there are also opportunities within our support departments including HR, Quality, Learning and Development, Marketing and Fundraising.

Quarriers can also offer comprehensive training which is recognised by other organisations and may be useful in future career and volunteering opportunities.



# Information

## Recruitment Process

### Step 1 - Enquiry

When you contact us to express an interest in volunteering, we will send an application form to you.

### Step 2 - Application Form

When we receive your completed application form, you will be contacted to discuss your areas of interest, and your application form will be forwarded to the relevant service or department.

### Step 3 - Meeting

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

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





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.

In Scotland, the Scottish Government introduced the Protecting Vulnerable Groups Scheme (PVG Scheme, for people who work with vulnerable individuals or groups). Further information can be found at [www.disclosurescotland.co.uk](http://www.disclosurescotland.co.uk).

In England, the Government introduced the Disclosure and Barring Service for people who work with vulnerable individuals or groups. Further information can be found at [www.gov.uk/government/organisations/disclosure-and-barring-service](http://www.gov.uk/government/organisations/disclosure-and-barring-service).

The possession of a criminal conviction does not automatically mean you cannot volunteer at Quarriers. Full consideration will be given to each situation where an individual with disclosed convictions has applied to volunteer at Quarriers.

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

If your application is not suited to a particular service or department, the relevant manager will send you a letter explaining the reasons.

## Support, Induction and Training

You will be provided with a named member of staff (your supervisor) at the relevant service or department. The staff member will provide supervision and will be your point of contact should you have any issues or concerns while volunteering. They will also let you know who you should speak to if they are absent. If you feel your volunteering role has been emotionally demanding, please speak to your supervisor.



Quarriers Employee Assistance Programme is available to volunteers. The service is free and offers expert advice, information, counselling and support, which is available 24 hours a day, seven 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 282 193 or go online. Online support is unlimited and additional information can also be found online. To access these resources, visit [www.livewell.optum.com](http://www.livewell.optum.com) and enter **quarriers** in the username/access code field. The service is completely confidential.

As a volunteer, you will have the opportunity to undertake an induction programme within the service or department where you will be volunteering. 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 will be 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 your agreed role, please discuss this with your supervisor.

“ I have been volunteering with Quarriers for three years now and I have loved every minute of it! I have created so many special bonds with so many people including the two ladies I meet with and do arts and crafts with while catching up over a cup of coffee.

I have gained so much confidence and dedication attending Quarriers on a weekly basis and it has been amazing! I first started coming to Quarriers for my Duke of Edinburgh award and even though I have now finished Bronze and Silver and almost completed Gold, I still plan to come to Quarriers and visit the two ladies weekly as we have an amazing bond and so much fun. ”

Megan Brawley  
(Winner of Best Young Volunteer, Quarriers Volunteer Awards)  
Volunteer Activity Worker at Quarriers Village Supported Living Service



## Volunteer Agreement

At your induction, a volunteer agreement will be undertaken with the service or department where you are volunteering. The agreement will set out what Quarriers expects of you and what you can expect from us.

The agreement will include an outline of your volunteer role, main tasks and days or hours volunteering will take place. The agreement will also provide a record of agreed training and supervision and the name of the staff member who will be supporting you.



## Volunteer Risk Assessment

Volunteers should be provided with a risk assessment. This will be undertaken by a member of staff at the service or department where you will be volunteering. The risk assessment will address the tasks you will be undertaking as well as individual risk and your practice.

## Volunteer Policy

Quarriers' Volunteer Policy provides overall guidance and direction for staff and volunteers. Every service and department is issued with a copy, and all are requested to read and implement the policy. As part of induction, volunteers should be given a copy of the policy 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 the clearly stated values 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, both 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 policies that you should be made aware of during your induction are:

- Health and Safety
- Concerns, Complaints and Compliments
- Equality and Diversity
- Confidentiality
- Whistleblowing (if appropriate)
- Adult Support and Protection (if appropriate)
- Child Protection (Scotland if appropriate) / Safeguarding (England if appropriate)
- Mental Wellbeing at Work

“ I really look forward to baking sessions with Nadia and everyone enjoys scoffing the end results! ”

Person supported by Quarriers



## Insurance

You will be covered by Quarriers' insurance policies for any activities while you are volunteering with Quarriers.

## Health and Safety

All volunteers must recognise and accept their responsibilities under Health and 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 and Safety, you must inform your supervisor immediately.

In the event of any significant accident, incident or unsafe situation arising when your supervisor or other senior managers within your department or 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 are entitled to claim travelling expenses for travelling directly from your home to the service or 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. The form must be authorised by the manager of the service or department where you are volunteering, and can be claimed after each journey.

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 cannot 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 your supervisor in advance. If they are unavailable, just explain your situation to a member of staff in the service or 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 Policy. Breach in confidentiality may result in your voluntary role being terminated.

## Equality and 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 discuss this with your supervisor.

## 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 supervisor as soon as possible so that any issues can be dealt with promptly. If this is not possible, please contact the Volunteer Centre.

If we think there is a problem with how you are carrying out your role, we will try to talk with you as soon as possible. For further details of how problems will be dealt with, please read the Problem Solving Procedure in the Volunteer Policy.



## Volunteering While Receiving Benefits

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

## Volunteer Drivers

Any volunteer who is using their own car on Quarriers business must inform their private car insurance company that they are using their vehicle for Quarriers business and ensure 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 Policy. Please refer to the policy for full information.

## No Smoking Policy

All Quarriers 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 transport either people we support or staff. This does not include privately owned cars: however, it is expected that any volunteers using their own cars to transport the people we support should refrain from smoking in their presence. This policy applies to all employees, volunteers and visitors.

## Concerns and Complaints Policy

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 supervisor. Full details of the procedure can be found in the How to Make a Complaint leaflet, which is available in all services and departments or on request from the Quality Department.

## Relevant Policies

Copies of all other relevant policies as outlined in the Volunteer Policy can be accessed in the service or department where you volunteer.

## Newsletters

Quarriers staff newsletter The Bulletin is available at the service or department where you volunteer or on request from the Marketing Department.

Quarriers Volunteering Now is a quarterly bulletin which provides information on all aspects of volunteering. If you would like to talk about your role and experiences in Volunteering Now, please contact the Volunteer Centre.



Doug Wren, receiving Best Volunteer Contribution presented by Helen McCormick, Chief Executive, Greenock Chamber of Commerce, at Quarriers Volunteer Awards

## Have Your Say

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

Thank you for giving your time to volunteer with us. Your continued help and support make a difference to the lives of the people we support.

### Useful contacts

#### Volunteer Centre

01505 616109

#### Head Office Reception

01505 612224 / 616000

#### Employee Assistance Programme

0800 282193

[www.ppconline.info](http://www.ppconline.info)

#### South West England Regional Office

01225 339913

#### Staff Direct

[staffdirect@quarriers.org.uk](mailto:staffdirect@quarriers.org.uk)

#### Job Centre Plus

[www.jobcentreplus.gov.uk](http://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 Service

## About Quarriers

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

We challenge inequality of opportunity and choice to bring about positive change in people's lives.

### Registered and Head Office:

**Quarriers Village  
Bridge of Weir  
PA11 3SX**

**Tel: 01505 616000/612224**

**Fax: 01505 613906**

**[www.quarriers.org.uk](http://www.quarriers.org.uk)**

