



YOUTH VOLUNTEER HANDBOOK

Everything you need to know about
volunteering as a Youth Volunteer with
Doncaster Volunteer Bank





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Welcome Message

Welcome to Doncaster Volunteer Bank!

We're really glad you've joined us and are excited to support you on your volunteering journey.

Doncaster Volunteer Bank is run by Doncaster Culture and Leisure Trust (DCLT). We help young people across Doncaster get involved in volunteering by matching you with opportunities that suit your interests, skills, and availability.

Through Doncaster Volunteer Bank, you can:

- Explore different volunteering opportunities
- Learn new skills and gain experience
- Receive basic training and support
- Make a positive difference in your community
- Build confidence and meet new people

Whether you're looking to give something back, try something new, gain experience for the future, or just get more involved in your community, we're here to help you every step of the way.

If you ever have questions or need support, our team is here for you — just ask!

Welcome to the team — we're glad to have you with us.

Our Youth Mission Statement

Doncaster Volunteer Bank helps young people get involved in volunteering, build skills, and make a positive difference in their community.

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Our Values

Team Work

Volunteering is more fun and effective when we work together. Teamwork means helping each other, listening to different ideas, and supporting everyone so that we can achieve more as a group. Every person's contribution matters!



Creativity

Creativity is about trying new ideas and thinking of different ways to solve problems. As a youth volunteer, you can share your ideas, come up with fun solutions, and help make activities better for everyone. Being creative helps us learn and grow.



Honesty

Honesty means being truthful, responsible, and fair. It's about doing the right thing, following the rules, and treating others with respect. When we are honest, everyone can trust each other, and volunteering stays safe and enjoyable for everyone.

“Young people can change the world. Start small, help others, and see the difference you make.”

Volunteering with us

Welcome to Your Volunteering Journey!

This handbook is here to help you get the most out of volunteering with Doncaster Volunteer Bank. We want you to have fun, learn new skills, and reach your personal goals while making a positive difference in your community. Keep this handbook handy — it has all the key information you'll need about rules, responsibilities, training, and support.

No matter what role you take, you'll have a point of contact at the organisation you volunteer with. They're there to guide you, answer your questions, and make sure your volunteering is safe, enjoyable, and rewarding.



What to do...

We know everyone volunteers for different reasons, and there are lots of ways you can get involved! You could:

- Take part in arts, crafts, or cultural projects
- Get involved in sports, coaching, or other physical activities
- Use your DIY or practical skills to help out

To explore all the opportunities, check out the missions on the **Volunteero app** and find something that suits your interests!

Important Information

Support, Skills, and Checks

As a youth volunteer, the organisation you work with will give you **support and opportunities to learn new skills**. It's important to **listen to guidance from staff** so you can do your role safely and confidently.

Some volunteer projects may also need **references or DBS checks** to make sure everyone stays safe and the service is high-quality. If your role requires these, you'll be **informed in advance**, and Doncaster Culture and Leisure Trust (DCLT) will help you complete them.

Emergency Information

To make sure your volunteering is **safe and enjoyable**, it's important that the organisation you volunteer with has all the necessary information about you.

- Share your **emergency contact details** so someone can be reached if needed.
- Let them know about anything that might affect your volunteering, like **medical conditions, allergies, or accessibility needs**.

Providing this information helps the organisation support you properly and ensures a positive experience for everyone.

Insurance and Your Safety

When you're volunteering on an organisation's premises or out in the community, you are **covered by the organisation's insurance**. This helps keep you safe and protected while you volunteer.



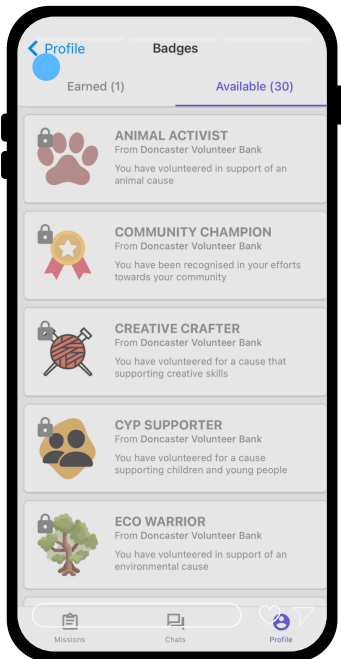
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Accessibility

Organisations within Doncaster Volunteer Bank try to make their spaces and events **accessible** to everyone. Where possible, they will make **reasonable adjustments** to help you take part.

Giving Feedback and Earning Badges

After your volunteering, make sure to **submit a report on the Volunteero app**. This helps us see the impact of your volunteering and gives you a chance to **share feedback** with the organisation you worked with. You can also **talk directly** to your volunteer organisation about how you're doing — they'll let you know how your efforts are going!



Keep an eye on your app for **badges you can earn** through your volunteering. Some badges are for completing regular missions, and others are special one-off badges for extra support you give. Badges are updated monthly, so you can celebrate all the great things you're achieving!



Youth Volunteer Code of Conduct

✓ Treat Everyone with Respect

- Be kind, fair, and inclusive
- No bullying, harassment, or discrimination
- Use respectful language at all times

✓ Stay Safe

- Follow safety rules and instructions
- Use equipment only if trained and supervised
- Tell a supervisor if you feel unsafe or worried

✓ Follow Boundaries

- Stay in agreed areas
- Do not leave activities without permission
- Avoid being alone with others unless approved

✓ Be Reliable

- Arrive on time and ready to help
- Let your point of contact know if you can't attend
- Take responsibility for your actions

✓ Use Phones & Social Media Responsibly

- Follow rules about phone use
- No photos or videos without permission
- Do not post about people or activities online

✓ Respect Privacy

- Do not share personal or sensitive information
- Keep what you learn while volunteering confidential

✓ Appropriate Behaviour

- No alcohol, drugs, vaping, or smoking
- Wear suitable clothing
- Act professionally and positively

✓ Speak Up

- You have the right to feel safe and respected
- Talk to a supervisor or safeguarding lead if something doesn't feel right
- You will be listened to

✗ What Happens If Rules Aren't Followed?

- A conversation or reminder
- Extra support or guidance
- Removal from volunteering if needed

Volunteer Agreement

What you can expect as a Youth Volunteer

When you volunteer with Doncaster Volunteer Bank (DVB) and our member organisations, you can expect:

- **Clear role information:** Each mission explains what your role involves, what tasks you are allowed to do, and what is expected of you.
- **Training and support:** You'll get the guidance and training you need to carry out your role confidently from the lead person for the volunteer missions that you join.
- **A safe environment:** Your volunteering space will follow all health and safety rules.
- **Respect and privacy:** Your personal information will be kept confidential.
- **A point of contact:** Someone will be available to answer your questions and give feedback.
- **Protection:** You will be covered by the organisation's health and safety policies and insurance.
- **Your rights:** You have the right to raise concerns or make a complaint if needed.

What we expect from Parents/Guardians

To help make volunteering safe and enjoyable for your child, we ask that parents/guardians:

- **Provide consent:** Confirm that your child can take part in the volunteering activities.
- **Share important information:** Tell the lead person where your child is volunteering at about any medical conditions, allergies, accessibility needs, or other factors that might affect your child's volunteering experience.
- **Support attendance:** Help your child arrive on time and attend scheduled sessions.
- **Stay informed:** Keep in contact with the organisation if there are changes in your child's availability or circumstances.
- **Respect policies:** Understand that the organisation has rules to keep all volunteers safe and ensure a positive experience.
- **Encourage responsibility:** Support your child to follow instructions, be reliable, and engage positively with staff and other volunteers.

What DVB and our member organisations expect from you

As a volunteer, we ask that you:

- **Support the organisation:** Help achieve its goals through your role.
- **Participate in training and guidance:** Attend sessions and follow the advice of staff to develop your skills and knowledge.
- **Follow instructions and stay within your role:** Only do tasks you are authorised to do and work under the supervision of staff.
- **Follow policies and rules:** Pay attention to Safeguarding, Equality and Diversity, Confidentiality, and Health and Safety policies.
- **Be respectful:** Treat everyone courteously and appropriately.
- **Communicate:** Report incidents, complaints, health or safety issues, or changes in your availability as soon as possible.
- **Be reliable and honest:** Your behaviour represents Doncaster Volunteer Bank and the organisations you volunteer for, so be dependable and truthful.
- **Share important information:** Make sure the organisation has your emergency contacts, and let them know about any medical conditions, allergies, or accessibility needs.
- **Complete checks if required:** Some roles may require a DBS check as part of the application process.

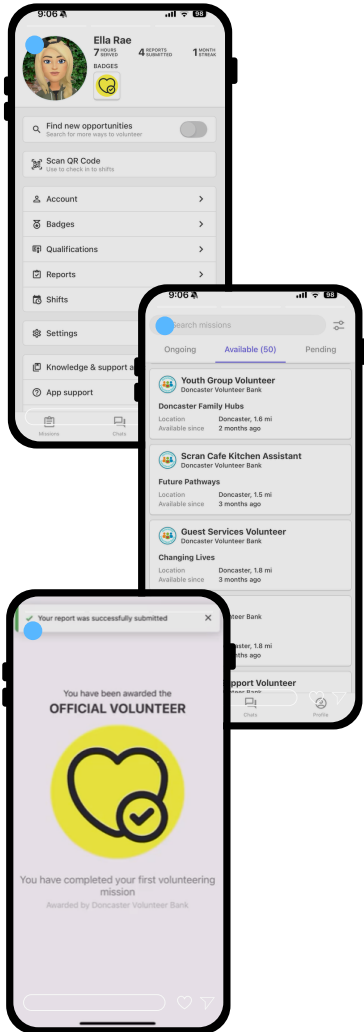
Doncaster Volunteer Bank



This agreement is not intended to be a legally binding contract and is binding in honour only. This is a volunteer agreement and does not create an employer-employee relationship and may be cancelled at any time at the discretion of either party.

Volunteer contact information will be shared with any organisation that you choose to volunteer for and you can withdraw consent at any time. All data of Doncaster Volunteer Bank will be managed in line with DCLT's privacy policy.

Volunteero Quick Guide



1. Get Started 🚀

- Check your email for the invitation to set up your account
- Follow the link and create your Volunteero profile
- Add your interests and skills so we can match you with missions

2. Find Missions 🔍

- Browse all available missions in the app
- Pick the ones that fit your schedule and interests
- You can choose how much or how little you want to volunteer

3. Complete Missions ✅

- Check the mission details to know what's expected
- Complete the tasks safely and responsibly
- Log your hours and report back through the app

4. Stay Connected 💬

- Chat with Doncaster Volunteer Bank via the instant messaging feature if/when we contact you
- Keep in touch with your volunteer lead for updates and support
- Raise any concerns about wellbeing or safety directly in the app

5. Celebrate Your Achievements 🏆

- Earn badges for milestones and completed missions
- Share feedback on your experiences and achievements
- Track all your volunteering hours in one place



You will receive an email from Volunteero containing your login details and links to download the app, please keep an eye on your junk mail. The email will come from support@volunteero.org. This app aims to help us provide a better service to our volunteers and organisations, it's easy to download and use once you get started. If you are unsure about using the app or have any questions please don't hesitate to get in touch.

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Policies and Procedures



Equal Opportunities

All organisations within Doncaster Volunteer Bank are committed to providing equal opportunities for every volunteer. Discrimination based on race, colour, religion, gender, sexual orientation, national origin, age, or disability is not allowed. Everyone should feel welcome, respected, and included.

We also want you to feel confident to share your ideas and opinions. Your voice matters, and everyone's contribution makes a difference. If you feel you are being treated unfairly, speak to your point of contact — they're there to listen and support you.

Confidentiality

If your volunteering role gives you access to sensitive information, you will need to follow the organisation's confidentiality and data protection policies. This keeps personal and organisational information safe and secure.

Confidentiality means you should not share private details about other volunteers, staff, or people you support unless it's part of your role and you've been instructed to do so. If you're ever unsure, ask your point of contact before sharing information.

Health and Safety

Your safety is important! All organisations have guidelines and procedures to keep you safe while volunteering. Make sure you read and understand these, including any specific safety rules for your role.

You should always follow instructions, wear any protective equipment provided, and report any accidents, hazards, or unsafe situations immediately. Being aware and careful helps keep you and others safe while volunteering.

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Safeguarding

Some volunteering roles may involve working with children, vulnerable adults, or people who may need extra support. If your role does, you may be asked to complete a DBS (Disclosure and Barring Service) check to make sure everyone stays safe.

It's important that you read and follow the organisation's safeguarding policies and procedures. These rules are in place to protect you, the people you help, and everyone else in the community.

You should always tell your supervisor or point of contact if you:

- See anything that seems unsafe or worrying
- Experience or witness bullying, harassment, or unsafe behaviour
- Are unsure about a task or situation that feels unsafe

Remember, safeguarding is about keeping everyone safe and supported. If you have any concerns, no matter how small they seem, your point of contact is there to help, and you will be listened to and supported.

Supervision and Reporting

You will have a point of contact at your organisation for support, guidance, and supervision. They are there to help with questions, concerns, or emergencies. Regular check-ins will be part of your volunteering experience.

Your point of contact will also help you reflect on your volunteering, give feedback, and make sure your role is enjoyable and safe. Don't be afraid to ask questions — asking for help is part of learning and doing a great job!

Complaints, Grievances and Leaving

If you have any complaints or concerns, talk to your organisation so they can help resolve the issue. You also have the right to stop volunteering at any time with the organisation or Doncaster Volunteer Bank.

Raising concerns is safe and supported — no one will treat you unfairly for speaking up. If you decide to leave, it's helpful to let your point of contact know so they can provide feedback and support you in your next volunteering adventure.



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Support



Training

You'll receive training to help you feel confident and ready for your volunteering role. This will help you learn what to do, stay safe, and do your best while volunteering. Training is also a great way to learn new skills and build confidence.

Safety

Your safety is very important to us. You'll be supported by staff and given clear instructions during your volunteering. If anything doesn't feel right or you feel unsafe, tell your volunteer lead straight away.

Health & Safety

We follow health and safety rules to keep everyone safe. You'll be shown how to use equipment properly and what to do in an emergency. Always follow instructions and ask if you're unsure about anything.

Wellbeing Support

Your wellbeing matters just as much as your role. If you feel worried, stressed, or uncomfortable at any point, support is available. You can speak to your volunteer lead — they're there to listen and help.

Personal Boundaries

Personal boundaries help keep everyone safe and comfortable. This means respecting your own boundaries and the boundaries of others. You should only do tasks you've been approved to do, avoid physical contact unless it's appropriate and agreed, and speak up if something makes you feel uncomfortable. If you're ever unsure, talk to your volunteer lead or a trusted adult — it's always okay to ask for help.

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Staying Safe, Respectful, and Professional

- When you're volunteering, it's important not to share personal details with beneficiaries. This includes things like your phone number, home address, or social media accounts. These boundaries help keep everyone safe.
- Everyone involved in volunteering has the right to feel respected. Treat others kindly and respectfully, and expect the same in return.
- Your volunteering role will have agreed times and lengths. For your own safety, it's important to stick to these times. If something needs to change, always let your lead contact know as soon as possible.
- Sometimes, genuine friendships can form through volunteering. If this happens, please speak to your lead contact when your volunteering role ends. They can offer advice on how to stay in touch in a safe and appropriate way.
- Some roles may involve handling money for tasks like shopping. If this applies to your role, you'll be supported with clear guidance, and a DBS check will be completed where required.
- Beneficiaries may sometimes want to say thank you with a gift. While this is kind, we usually encourage volunteers to politely decline. If you're unsure what to do, always check with your point of contact before accepting anything.



sia.dclt.co.uk/doncaster-volunteer-bank



DoncasterVolunteerBank@dclt.co.uk

“No matter how young you are, you can make a difference by helping others.”

Thank You

