



VOLUNTEER HANDBOOK

Everything you need to know about volunteering with
Doncaster Volunteer Bank





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Welcome Message

Welcome to Doncaster Volunteer Bank!

It's great to have you on board and we look forward to supporting you throughout your volunteering journey.

Doncaster Volunteer Bank is run by Doncaster Culture and Leisure Trust (DCLT). We aim to offer a service that enables volunteers to express their interest, confirm their skills and availability, receive basic training, and then match with vacancies available within voluntary organisations across Doncaster.

Whether you are a residents who has spare time or are interested in giving back to the community; if you are from a business hoping to utilise your contribution through corporate responsibility; or are working with Department of Work and Pensions seeking volunteering opportunities hoping to gain work experience; and even young people across Doncaster that want to engage with youth volunteering - Doncaster Volunteer Bank will explore various routes to support all that want to engage in volunteer opportunities.

Our Mission Statement

Doncaster Volunteer Bank aims to improve the lives of our local communities through reducing social isolation.

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Our Values

Collaboration

Collaboration is key and we recognise that to achieve our goals requires working together with a wide range of partners, including other charities, government agencies and community groups.



Innovation

Innovation drives our mission to create meaningful change. We are dedicated to exploring new ideas, technologies and approaches to tackle the challenges faced by the communities we serve.



Integrity

Integrity is the cornerstone of our work. We are committed to maintaining the highest standards of honesty and transparency in all our operations.

**The heart of a volunteer is not measured in size,
but by the depth of the commitment to make a
difference in the lives of others...**

- DeAnn Hollis

Volunteering with us

This handbook has been designed to help you navigate your volunteering journey with Doncaster Volunteer Bank: we want you to have the best possible experience as a volunteer and support you to achieve your personal goals during your time with us. Keep hold of this handbook as you'll find essential information on policies, procedures, expectations, responsibilities, training and support.

Whatever your role, you will be assigned a point of contact for the organisation that you choose to volunteer with and they will be there to support you within anything related to your volunteering.



What we do...

We understand that people volunteer for lots of reasons and are keen to support lots of different types of projects. Our organisations offer everything from giving advice and support; to driving and transportation; as well as arts, crafts and cultural projects; get involved in sports, coaching or physical activities; or utilise your manual and DIY skills. To check out all opportunities, be sure to view the missions on the Volunteer app.

Important Information

Training and DBS Checks

As a volunteer, the organisation that you volunteer with will provide you with support and opportunities to develop skills and knowledge and it is important that you take on board the guidance of staff. Some volunteer projects may require references or DBS checks as part of the commitment to delivering a quality service. You will be informed where checks and references might be required. As the recruiting organisation, DCLT will complete this with you.

Emergency Information

It is important that the organisations that you volunteer with have all necessary information from you to be able ensure a safe and enjoyable volunteer experience. Be sure to have shared your emergency contact information with the organisation, should something happen they would know who to contact. It is also essential that they are aware of anything that may impact your volunteering experience such as medical conditions, accessibility needs, allergies etc.

Insurance

Whilst volunteering on an organisations premises, or in the community, you are covered by the organisation's insurance policy. This is to ensure the safety and well-being of our volunteers.





Accessibility Organisations with Doncaster Volunteer Bank strive to make their premises and events accessible to all. They will where possible make reasonable adjustments. We are always looking to improve so any suggestions you have will be most welcome.

Feedback Please ensure that you tell us about how your volunteering went by submitting a report on the Volunteero app. This helps to capture data and insights on the impact of our volunteering activities and allows you to feedback on any actions to your volunteer organisations. We also encourage you to feedback directly to the organisation you are volunteering with and they'll let you know how you're getting on too. As well as this, be sure to keep an eye out on your app for the badges that you can earn through your volunteering. There are also some badges that can be awarded on a one-off basis related to the support you offer. These will be issued monthly.



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Volunteer Code of Conduct

Collaboration

Volunteers are willing to learn from others, drawing on their knowledge and experiences. Sharing roles within the project and being clear on your own responsibilities. Volunteers are expected to listen to one another and be understanding of the potential barriers faced by others. We expect volunteers to use appropriate language when volunteering and to approach their role with a nonjudgemental attitude.

Honesty

We practice honesty and integrity in everything we do and expect that our volunteers do so too. It is important to us that you are truthful and sincere including taking responsibility for your actions, communicating openly and keeping the promises you make. We also expect for volunteers to adhere to the principles of confidentiality and data protection - these specific policies can be sought from the organisations you volunteer with.

Kindness

Be kind to yourself and one another. During your time volunteering with us you will no doubt come across staff, volunteers and others whose opinions you do not share. No matter how much you disagree with them, you should respect their views and avoid getting into arguments. In particular, we discourage the discussion of religion and politics.

Innovative

We aspire to test new approaches to accomplishing goals and solving problems. We encourage contributions of new ideas and methods of practice and volunteers should be willing to receive and act on feedback for appropriate change. We always seek to innovate and improve.

Resilience

We aren't frightened of failure, in fact, we see these as important lessons. Don't be afraid to try new things within the boundaries of your role.

Doncaster Volunteer Bank and its organisations pledge to Doncaster's Choose Kindness Movement. To find out more about this and/or pledge as an individual, check out: <https://www.yourlifedoncaster.co.uk/choose-kindness>



Volunteer Agreement

We appreciate your time and want to indicate our commitment to do the best that we can to make your volunteer experience with us a positive and rewarding one.

What you can expect when volunteering with Doncaster Volunteer Bank at our member organisations:

- Mission information details the role description for each role that you may undertake with each organisation so that you understand the expectations and the tasks that you are authorised to do.
- Each organisation will provide you with the necessary training and support required in order for you to fulfil your role.
- A safe environment in which to perform your role.
- Respect for your privacy, including keeping your private information confidential.
- A point of contact so that you have the opportunity to ask questions and get feedback.
- To be protected by the organisations health and safety policy and insurances.
- Have the right to complain.

What DVB and our member organisations expect from our volunteers:

- You support the organisations goals and objectives through your role.
- Participate in training and support sessions that help you to carry out your role. As a volunteer, the organisation that you are volunteering for will provide you with staff support and opportunities to develop skills and knowledge and it is important that you take on board the guidance of staff.
- Only undertake duties that you are authorised to carry out and always act under the direction and supervision of nominated staff.
- Understand and follow the organisations policies and procedure, particularly those that concern - Safeguarding, Equality and Diversity, Confidentiality and Health and Safety.
- Behave appropriately and courteously to all.
- Notify the organisation of any incidents, complaints, health and safety issues, if you wish to change the nature of your contribution etc at the earliest available opportunity. Volunteers should report any concerns or difficulties where appropriate to a member of staff.
- Be open, honest and reliable. Volunteers should be mindful that they are direct representatives of DVB and the organisations that they volunteer for and that their actions and communication to others reflects upon those.
- Be sure to have shared your emergency contact information with the organisation where you are volunteering, so should something happen where they may need to notify them. It is also essential that we are aware of anything that may impact your volunteering experience such as medical conditions, accessibility needs, allergies etc.
- That you agree to complete a DBS if deemed required by the role as part of the application process.



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.

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Volunteer Management System

Our volunteering projects use Volunteerero, an app-based system to help you and the organisations within Doncaster Volunteer Bank manage volunteering activities. Once you are ready to start your volunteering, you'll get an automated email to set up your Volunteerero account.

Volunteerero allows us to create tasks or what are called "missions", these could be anything from odd jobs, micro-volunteering, befriending, shopping or events. As one of our volunteers, you will get exclusive access to a mobile app which will allow you to find available missions, be assigned missions by us, complete the mission and report back. This is a fantastic new platform that will make your volunteering experience with us more streamlined and easier to manage across a range of organisations Doncaster-wide.



✔ Volunteerero Benefits

- Choose when and where to volunteer
- Decide how much or how little volunteering you want to do
- Helps our staff team track tasks in the community safely
- Allows you to raise any safeguarding or wellbeing concerns you may encounter during your volunteering
- Log your volunteering time
- Feedback on your experiences and achievements
- Connect with other volunteers via Volunteerero's instant messaging feature
- Keep in touch with your co-ordinator
- Celebrate your volunteering milestones through the badges feature

Android



Download the
App Now

iOS



Download the
App Now

You will receive an email from Volunteerero containing your login details and links to download the app, please keep an eye on your junk mail. The email will come from support@volunteerero.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 and Non-Discrimination

Each organisation is committed to providing equal opportunities for all volunteers and prohibits discrimination based on race, colour, religion, gender, sexual orientation, national origin, age, or disability.

Confidentiality

If volunteers have access to sensitive information then you will be required to read and agree to the organisations confidentiality and data protection policies and procedures to ensure the protection of the organisation's and individual's information.

Health and Safety

Please read and agree to your organisations guidelines for maintaining a safe and healthy environment, including any specific safety protocols or procedures.

Safeguarding

Each organisation welcomes and encourages the involvement of people from all walks of life in our work. From time to time this may bring you into contact with children or vulnerable adults who access services as volunteers, beneficiaries or members of voluntary and community groups. If so, you will be required to undertake a DBS check. Be sure to read and understand the organisation's safeguarding policy and procedures.

Supervision and Reporting

All volunteers are entitled to regular support and supervision sessions with their point of contact at each organisation. Details of these will be provided as part of the induction session. They will be a source of support for any questions, concerns, or emergencies.

Complaints, grievances and termination

We ask that you raise any complaints and grievances with the organisation that you are volunteering with in order for them to effectively manage this and support you throughout the process. You have the right to withdraw you services as a volunteer with individual organisations or Doncaster Volunteer Bank at any time.

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Training

Volunteers play a crucial role in the success of each organisation and undergoing training relevant to your role enables you to have the best possible experience. Training ensures that our volunteers are well-equipped with the necessary skills and knowledge to perform their tasks efficiently, whether it's fundraising, event planning, or direct service delivery. It also helps maintain quality of service and keeps everyone safe. Additionally, by undertaking training with us, we hope that you'll learn new skills, share experiences with others and build confidence in your role.

Volunteer Passport

We encourage our volunteers to also engage with the FREE training and Level 1 qualification you can gain through the Volunteer Passport. Any Doncaster resident aged 19 or over can participate.

Adult, Family and Community Learning (AFCL) are able to offer a 6 week programme that is accredited by NCFE (North Council for Further Education). During the course you will complete an evidence booklet and in return will receive a certificate and an ID card and lanyard which highlights the commitment to volunteering you have made and the knowledge you have to utilise in your role.

Sessions include:

- Equality and diversity
- First aid awareness
- Safeguarding
- Health and safety
- People-centred approach



**Doncaster
AFCL**

To take part you must be able to attend all 6 sessions. of 3 hours each. For further information on this contact AFCL: 01302 862688 / afcl@doncaster.gov.uk



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Confidentiality

“Confidential information” is information in any format (e.g. written, digital, verbal, etc) and may include, but is not limited to:

- Personal details relating to those working in and with an organisation, including volunteers.
- Internal documents, such as reports, memoranda and financial information.
- Discussions between members of staff, the Board and others.
- Sensitive information relating to users and the groups they represent.

Maintaining confidentiality is about not sharing anything learned about or from a person who has been in contact with an organisation (without that person's permission).

Data is any information about an individual including:

- Name
- Phone number
- Racial/ethnic origin
- Religious beliefs
- Criminal record
- Health records
- Social care involvement

An organisation's service users should be aware that there will be times when staff need to discuss their circumstances with other professionals to give an informed opinion. The only circumstances in which a breach of confidentiality may be justified are:

- When there is a perceived danger to the user or others.
- When not to do so would be breaking the law.

In both situations, you should speak to your lead contact before taking any action.



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Personal Boundaries

Volunteers are vital to the running of many community projects within all organisations across Doncaster Volunteer Bank, and some volunteer roles may include contact with children or vulnerable residents. That's why it's really important that all of our volunteers are aware of the importance that clear boundaries are in place during your volunteering to protect yourself, the organisation's staff and beneficiaries.



Key Information

- It is important that when you are volunteering with each organisation you do not disclose or share personal details such as mobile numbers, social media information or your home address with beneficiaries.
- Everyone has the right to treat each other with respect and to be treated with respect.
- Volunteering roles will have a set time and length which is agreed between the organisation, volunteers and beneficiaries. It is important for your own personal safety that you stick to these agreed times. If a role requires a change of time please keep your lead contact informed.
- Due to the nature of our work, genuine friendships may be made between two parties. If you do form a genuine mutual friendship with a beneficiary during your time, please speak to your lead contact when your volunteering comes to an end. They may be able to offer some advice on keeping in touch with that person outside of your role in a safe way.
- Some roles may handle money on behalf of beneficiaries to assist with tasks such as shopping where the person is unable to do it themselves. In these instances, a DBS check will be completed and a process for handling money will be agreed.
- Because volunteers are so amazing, beneficiaries may want to give their thanks by offering you a gift. In most cases we encourage people to politely decline gifts, as people can very quickly become serial gifters which is lovely but can cause issues down the line. If you're unsure please speak to your point of contact about whether you can accept the gift.

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Mental Health and Wellbeing



Volunteering can be incredibly rewarding, but it can also be emotionally demanding at times.

Here are some tips for maintaining good mental health while volunteering:

- Establish clear boundaries between your volunteer work and personal life. Make time for activities that recharge you and prevent burnout.
- Prioritise self-care activities such as exercise, adequate sleep, healthy eating, and relaxation techniques like meditation or mindfulness. Drink plenty of water, go for a walk or do something that relaxes you.
- Don't hesitate to reach out to friends, family, or your lead contact for support when needed. It's okay to talk about your feelings and experiences with someone you trust.
- Build connections with other volunteers or members of the community you're serving.
- Sharing experiences and forming supportive relationships can help reduce feelings of isolation.
- Identify stressors related to your volunteer work and develop coping strategies to manage them effectively. This might include time management techniques, stress-relief exercises, or seeking professional help if needed.
- Acknowledge and celebrate the impact of your volunteer work, no matter how small. Recognising your contributions can boost your morale and motivation.
- Cultivate a positive mindset by focusing on the meaningful aspects of your volunteer work and the difference you're making in the lives of others.
- Don't hesitate to take breaks when needed, both during volunteer activities and in between. Stepping away from your responsibilities temporarily can help refresh your mind and prevent burnout. This is especially important if your role involves working on the computer.
- Be flexible and adaptable in your approach to volunteering. Things may not always go as planned, but maintaining a flexible mindset can help you navigate challenges more effectively.
- If you're struggling with your mental health, don't hesitate to seek professional help from a therapist, counsellor, or mental health professional. Your well-being is important, and there are resources available to support you.
- If you feel like volunteering has become too much for you, then let us know. You can always take a break for as long as you need.

If you have any concerns about the mental health or well-being of anyone you are working with during your volunteering, please raise them with the organisations Designated Safeguarding Lead and Mental Health First Aid Officer if they have one.

“Volunteering is at the core of being a human . No one has made it through life without the help of someone else”

- Heather French Henry

Thank You



DoncasterVolunteerBank@dclt.co.uk
webpage link