



Title	Volunteer Handbook
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Approved by	Sarah Clay CEO

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This agreement is not intended to be a legally binding contract between us and may be cancelled at any time at the discretion of either party. Neither of us intend any employment relationship to be created either now or at any time in the future.

1. Introduction to Voices of Hope

Origins

Voices of Hope was founded in 2019 after founder, Sarah Clay saw a need in her local area for better relationships and connections in the community.

Constitution

Voices of Hope is a charitable company registered with the Charity Commission (Registered Charity No.1185474). Its governing documents are the Constitution of a Charitable Incorporation Organisation.

Charitable Objects

The charitable objects stated in the Constitution of a CIO, and registered with the Charity Commission, are:

“- The relief of those in need by reason of youth, age, ill-health, disability, financial hardships or other disadvantages, including social disadvantage.

- To advance education of the public arts, in particular, but not exclusively, the art of music, by the presentation of recitals, concerts and other activities as the trustees shall decide.”

Values

Voices of Hope condemns all forms of prejudice by any person. It recognises that people experience prejudice because of age, class, disability, marital status, race (ethnic or national origin), sex, sexuality, religious/cultural beliefs, caring responsibilities and homelessness.

Premises

Voices of Hope does not have official premises, however it currently operates out of KingsGate Church Kingston, KT1 1QT.

Current Activities

Voices of Hope is currently running several projects. These include:

- Sisterhood Sanctuary
- ABC - Active Breathing Course
- Kingston Food Hub
- BRITE Box
- The Good Food Co-op
- BRITE Box 3D
- Fishponds Community Garden
- Sisterhood Choir & other Choirs
- Kingston Women’s Hub

2. WHO’S WHO

Paid Staff	Trustees/Directors
Sarah Clay (4 days)	Jeevan Mahesan - Treasurer
Emma Reeve (2.5 days)	Keith Calder - Chairman
Pippa Coupland (4 days)	Elizabeth Batha
Nick Dawson (4 days)	Nicki Watt
Ruth Dawson (2 days)	
Anna Edwards (3 days)	
Rhiannon Bone (3 days)	

Volunteers

Voices of Hope currently has a large number of volunteers working on multiple projects throughout the week.

3. VOLUNTEER POLICY

Introduction

This policy sets out the principles and practice by which Voices of Hope involves volunteers working in its offices or in the properties used by them.

Definition of Volunteering

Voices of Hope accepts the description of volunteering provided by the National Council of Voluntary Organisations on their website:

“Volunteering is someone spending time, unpaid, doing something that aims to benefit the environment or someone who they're not closely related to. Volunteering must be a choice freely made by each individual.”

Principles

Voices of Hope:

- recognises that voluntary work brings benefits to volunteers themselves, to our clients and paid staff.
- will ensure that volunteers are properly integrated into the organisational structure and that arrangements are in place for them to contribute to the organisation's work.
- will not introduce volunteers to replace paid staff.
- expects staff will work positively with volunteers and, where appropriate, will actively seek to involve them in their work.
- recognises that volunteers require satisfying work and personal development and will seek to help volunteers to meet these needs, as well as providing the training for them to do their work effectively where relevant.
- will endeavour to identify and cover the costs of involving volunteers.
- recognises that the management of volunteers requires designated responsibilities within specific posts.
- will endeavour to involve volunteers from a wide range of backgrounds and abilities and will offer opportunities for participation by people who might otherwise be excluded.

Why Voices of Hope Needs Volunteers

Volunteers working for Voices of Hope projects are vitally important to the organisation. Their work supplements and complements the work of the paid staff and enhances the range and quality of services provided. Volunteers bring fresh skills and perspectives and Voices of Hope values their unique contribution.

Voices of Hope recognises that volunteers can also benefit by broadening their life experience, learning new skills, developing their interests, being active, making new friends and by getting involved in a rewarding activity.

Defining Roles

The Volunteer Manager, in consultation with other Voices of Hope staff, will be responsible for identifying volunteer roles to be created, maintained or ended within the organisation.

Recruitment

Volunteer roles will be advertised on Voices of Hope's website via the 'get involved' page containing our volunteering form. This will be supplemented by publicity about specific vacancies, and volunteering opportunities more generally.

All volunteers will be asked to complete a simple registration form, including a reference, and some will be asked for an informal chat depending on the role. Volunteers with Voices of Hope are likely to come into contact with vulnerable people and/or be in a position of trust. They will therefore be asked to disclose details of any criminal convictions and may be asked to undertake a Disclosure and Barring Service (DBS) check depending on the role. All volunteers who have face to face contact with children or young people will be required to undertake a DBS check.

Volunteers who are considered unsuitable for placement will be notified in writing with reasons being given. The decision of Voices of Hope staff on this matter will be final.

Induction, Supervision and Support

Every volunteer will be notified of a number of staff/volunteers who will be supervising their work and point of contact for queries or concerns. A staff member/volunteer will induct the volunteer into the work of the organisation and the relevant policies and procedures. Where required, training will be provided. All volunteers have the right to refuse any demands that they consider inappropriate.

Expenses

Voices of Hope will pay pre-agreed 'out of pocket' expenses reasonably incurred whilst working for Voices of Hope, such as travel and purchases made for Voices of Hope. Receipts must be provided for all expense claims and cannot have other personal shopping items included on the receipt.

Conduct

Voices of Hope has a Personal Conduct Policy, which applies to volunteers as well as staff.

Volunteers helping at Voices of Hope will:

- have access to a wide range of information, so it is vital that information about clients is not passed on to anyone other than paid staff members. For this reason, volunteers working with confidential data will be required to read and agree to follow a GDPR form before starting work.
- be expected to abide by Voices of Hope's security arrangements, ensuring that client documentation is not left anywhere where data protection might be compromised.
- not be permitted to report on Voices of Hope's work on social media without the prior approval of a VoH staff member.

If a volunteer behaves in a manner that is inconsistent with Voices of Hope's Personal Conduct Policy and others they have agreed to, Voices of Hope has the right to terminate the volunteer placement with immediate effect.

Equality and Diversity

Voices of Hope recognises that everyone has a contribution to make to our society and a right to equal treatment, as confirmed in our Equal Opportunities Policy. We aim to ensure that no staff, volunteer or client is discriminated against on the basis of race/ethnic origin, gender/sexuality, age, religion, disability or class. Volunteers are expected to adhere to this.

Voices of Hope premises are accessible to volunteers with physical disabilities and consideration will be given to providing extra resources, if needed, to assist volunteers to work for Voices of Hope.

Health and Safety

Volunteers will be required to read and demonstrate an understanding of Kingsgate's Health and Safety Policy. Action in the event of a fire and other incidents that may impact upon the safety of volunteers, staff and clients will be explained during the induction. There is a No Smoking policy within the Voices of Hope offices and the whole of KingsGate's premises.

Insurance

Public liability insurance is held by Voices of Hope to cover all Voices of Hope volunteers.

Problems

Any problems or concerns that a volunteer may have should firstly be discussed with a staff member. If this does not resolve matters, the volunteer should speak to the Director. If there is a concern around safeguarding, please contact safeguarding@kingsgatechurch.org.uk and the matter will be investigated by a third party.

Moving On and References

Voices of Hope values the input that volunteers give to the organisation but recognises that for various reasons volunteers leave and move on. Volunteers will be given an opportunity to discuss how their placement went and to give feedback so that changes can be made, if needed, on how Voices of Hope involves volunteers. Volunteers will be entitled to a reference if they have made a contribution to Voices of Hope for 3 months or more.

General Information

Photography

You may wish to take photographs of your work. The dignity and self-worth of individuals must be respected at all times. Care should be taken not to offend the subject of the photograph and to ask permission before taking photographs. Photographs may only be used in social media with consent from individuals involved.

4. INDUCTION CHECKLIST

Please tick alongside each point on the list & sign the form when completed.

Introduced to staff, roles explained, and introduced to volunteers	
Shown toilet, office and kitchen facilities	
Shown location of fire exits, fire alarms and meeting point	
Shown health and safety act poster and made aware of current Covid rules	
Given names of first aiders and shown first aid box	
Procedure for reporting non-attendance explained	

Importance of confidentiality	
Talk through Women's Only Space policy	
Any initial training needs and how to meet them discussed	
If needed	
Procedures for dealing with deliveries and emails explained	

5. SOME OTHER PRACTICALITIES

- When you arrive at the building, please press the front door bell, so that a member of staff can let you in.
- On entering the building, please come up to the office, sign in and sanitise your hands.
- If you need to access a part of the building that is locked, please speak to a member of staff.
- Please read the Fire Action notice carefully and check the arrangements with the daily supervisor, to ensure you know what action to take and where to assemble.

6. Voices of Hope POLICIES

All Voices of Hope's policies will be made available for inspection by volunteers, on request.

7. Volunteer Agreement

We appreciate you volunteering with us and want to ensure that your volunteer experience with us is a rewarding and positive one. This agreement sets out our commitment to you and what we ask from you, it is not intended to be legally binding and may be stopped at any time by either party. You should also be provided with a volunteer role description (see above or speak to a member of staff).

Voices of Hope is committed to:

- Giving you a positive experience.
- Providing you with an induction when you start your role to introduce you to how the organisation works and your role in it.
- Providing a named person who will be your point of contact whilst volunteering.
- Explaining the standards we expect; to encourage and support you to achieve and maintain them.
- Being flexible in relation to your volunteering hours, recognising your need for holiday time and other commitments.
- Honouring the time commitment you have agreed to give us and not to expect more from you unless offered and agreed.
- Providing training required to undertake the role.
- Reimbursing agreed out-of-pocket expenses following procedures set out above.
- Providing adequate training and ensuring you know what to do to stay safe, in accordance with our Health and Safety Policy.
- Providing adequate insurance cover for you whilst undertaking volunteering approved and authorised by us.
- Ensuring that you are treated fairly and in accordance with our Equality and Diversity Policy.

- Trying to resolve fairly any issues or difficulties you may have whilst you volunteer with us before they become problems. In the event of an unresolved problem, to offer an opportunity to discuss the issue in accordance with the relevant policies.
- Following up on any feedback or questions you may have regarding your involvement as a volunteer.

The volunteer is committed to:

- Performing my volunteering role to the best of my ability
- Meeting time commitments as agreed, but giving as much warning as possible if I cannot do so
- Following any relevant Voices of Hope policies and procedures for volunteers
- Return any equipment including key fobs, laptops and I-pads when I end my volunteering

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We would like to take this opportunity to thank you for committing your time and experience to the role and hope that it will be a rewarding and enjoyable experience. Welcome to Voices of Hope!