

Volunteering with Red2Green Handbook



Red2Green
Harvey's Barn
Park End
Swaffham Bulbeck
Cambridge CB25 0NA

Volunteers play a vital role for Red2Green and it is only through valued support like yours that many of our clients are able to take part in our projects. The dedication of people like you, who want to help in some way, means that Red2Green can achieve its aims of being at the forefront as a provider of learning and opportunities for people with disabilities.

There are many ways that volunteers can help, and we always try to match the skills and interests of each volunteer to the type of support that is needed, so that volunteers also benefit and can further their own development.

We hope, during your volunteering time with us, that you become part of the team, are supported whenever you need it and have the chance to have your say in the work that you take part in. We offer a good mileage allowance and can sometimes give the opportunity for accreditation in a range of skills.

In this pack you will find:

1. Volunteer information sheet
2. Volunteer placement description
3. Volunteering agreement
4. Health and safety policy statement
5. Equal opportunities policy
6. Confidentiality and respect policy
7. Policy for the protection of vulnerable adults
8. Photo consent form

I hope you don't feel too bombarded with paperwork! If you would like to see any of our other policies and procedures please do ask your volunteer supervisor.

Lastly, if you are claiming benefits, you should notify your benefit advisor about your volunteering with us. If you have any concerns that your benefits might be affected please speak to our volunteering advisor.

Your time and contribution are much appreciated. We really hope that you find your time volunteering with us rewarding, and fun! Thank you.

Yours sincerely

Tor Docherty
Chief Executive

Turning the Red Lights Green is a Registered Charity no 1112429
and also a company registered in England and Wales no 5485413, trading as Red2Green

Continued:

Two referees

Referee 1

Name:

Address:

.....

Telephone:

How do they know you?

.....

Referee 2

Name:

Address:

.....

Telephone:

How do they know you?

.....

✓ Copy to: Red2Green representative, file confidentially

Volunteer's name	
Placement title	<i>Eg: volunteer driver</i>
Placement address (in full)	
Red2Green volunteer supervisor's contact details	<i>Include name, phone number and email address</i>
Day to day placement contact details (if different from above)	<i>Include name, phone number and email address</i>
Hours of work (include start and finish times)	
Expected start and finish dates (if known)	

Copies to:
 Volunteer
 Red2Green representative, file confidentially

This volunteering agreement describes the arrangement between Red2Green and you. We wish to assure you of our appreciation of your volunteering with us and will do the best we can to make your volunteer experience with us enjoyable and rewarding.

What you can expect from Red2Green

We will:

- give you a thorough induction into your volunteering placement
- give you a named supervisor
- give you appropriate training, including training on the safe use of machinery
- provide you with a 'role' description, or outline of the activities you are likely to be asked to do
- repay expenses you may incur (please discuss these with your volunteering supervisor)
- pay a mileage allowance of 40p a mile (on completion of a mileage claim form)
- conduct a review with you (and regularly thereafter, if appropriate)
- respond quickly to any problems you may have
- keep you informed of any developments which affect you
- respect your needs at all times and value your help and support
- ensure adequate insurance cover for you while undertaking voluntary work approved and authorised by us

What we ask of you

We ask that you:

- keep good time, telephoning in advance if you have any attendance difficulties
- let your volunteer supervisor know if you have any questions or concerns.
- respect Red2Green's clients, staff and other volunteers
- follow the organisation's procedures and standards, including health and safety and equal opportunities, in relation to its staff, volunteers and clients
- perform your volunteering role to the best of your ability
- respect Red2Green's confidentiality policy
- provide referees as agreed who may be contacted, and to agree to a police check being carried out where necessary. (A criminal conviction does not necessarily prevent you from volunteering with Red2Green)

This agreement is binding in honour only, 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 intends any employment relationship to be created either now or at any time in the future.

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I confirm that I have received copies of the following Red2Green policies, and agree to follow them.

- Health and safety policy statement
- Equal opportunities policy
- Confidentiality and respect policy
- Policy for the protection of vulnerable adults

I agree that all personal information given to me in the course of my duties will be treated with respect, in accordance with the policies, and is strictly confidential.

Signed: _____ (Volunteer)

Date: _____

Signed: _____ (for Red2Green)

Date: _____

✓ Copies to: Volunteer Red2Green representative, file confidentially

The Commitment - Red2Green is committed to carrying out its activities in a manner ensuring the Health and Safety of our employees, our clients, volunteers and others involved in our work activities. This Health and safety policy will be implemented at all levels of our activities, and is an integral part of our charity's core aims.

The Organisation - The prime responsibility for Health and Safety within the charity rests with the Chief Executive. However, all Red2Green's employees are responsible for sustaining a safe working environment. Our message to all our employees and volunteers is this: our expectations are based on the premise that managers, employees and volunteers alike will conduct themselves safely and correctly whilst carrying out their tasks. This is a fundamental element of everyone's continuing employment or volunteer placement.

Red2Green HSE Arrangements - Red2Green will make every effort to ensure a safe working environment. The following will be complied with:

- Risks and hazards would have to be identified and assessed and controls will be put in place to minimise any potential damage to persons and to property.
- First aid provisions will be made for staff and volunteers (each Red2Green vehicle will also have its own kit)

Consultations - Red2Green will consult with its employees and volunteers on health and safety matters affecting their work activities. The Health and Safety team, consisting of Phil Bailey, Tor Docherty, Susan Owen, Pat Dutton, Sharon Burrows and Robin Newell, meet regularly, and any issues of concern should be reported to them, so that appropriate action may be taken.

Training - Red2Green will provide HSE training commensurate with the level of risk present in our sector.

Policy Implementation - Red2Green will disseminate this Health and Safety policy to all its employees and volunteers. The Policy will be monitored, assessed for effectiveness and reviewed periodically. The Charity seeks every individual employee and volunteer's support for the successful implementation of this policy.

6 May 07

Red2Green is committed to equal opportunities policy and practice and will ensure that all volunteers, employees and clients, both actual and potential, are treated equally and as individuals regardless of age, disability, ethnic or national origin, gender, marital or parental status, political belief, race, religion or sexual orientation. In implementing this policy Red2Green will take account of existing legislation.

This equal opportunities policy is to be implemented across all aspects of the organisation's work in:

1. the appointment of staff and volunteers;
2. all dealings with members of the public and professional colleagues;
3. the appointment of members to its director/trustee committee.

Red2Green has a separate policy governing the recruitment and support of its learners, and is available on request.

1. Staff and volunteers

Red2Green will ensure that no member of staff or volunteer receives less or more favourable treatment than another on grounds of age, disability, ethnic origin, marital or parental status, political belief, religion, gender or sexual orientation.

Red2Green is committed to undertaking open recruitment and selection procedures and fair and equitable processes will be followed.

Staff and volunteers working with the organisation will be informed of the equal opportunities policy and receive training on equal opportunities issues as appropriate.

Red2Green will also ensure that the changing and developing needs of staff and volunteers are recognised and appropriate adjustments made to working conditions and/or training provided.

2. Members of the public and professional colleagues

Red2Green aims to make its services accessible to as wide a range of the public as possible and to achieve this will take steps to remove barriers which prevent potential customers and participants from having equal access to the organisation's activities.

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3. Director/trustee committee

Red2Green is striving to ensure that its director/trustee committee is representative of the clients we involve and the community around us. The director/trustee committee will be responsible for ensuring that the equal opportunities policy is properly implemented, monitored and reviewed.

Other Red2Green policies

Red2Green produces a series of policies and procedures which guide its work. Listed below are a few which might be considered in conjunction with this one. Copies are available on request from head office:

- Equal opportunities policy – Red2Green’s approach to learners
- Confidentiality and respect policy
- Harassment & bullying at work procedure

19 April 07

Red2Green is required by law to keep certain personal details about clients, staff and volunteers on record. Information is stored in compliance with the Data Protection Act.

Red2Green's staff and volunteers are reminded that the organisation has a policy for the protection of vulnerable adults, and they need to be aware of this to protect themselves as well as clients.

Confidentiality:

- do not talk between yourselves about confidential things when you are within the hearing range of clients, staff, volunteers or carers not concerned with the issue of discussion
- do not hand out your personal telephone number to clients, unless checked with appropriate Red2Green line manager
- do not hand out any Red2Green staff members' personal telephone numbers unless requested as part of your role at work.
- do not favour individual clients.

Respecting your colleagues at work:

- respect your role while at Red2Green
- respect the role of your colleagues
- respect the views of your colleagues
- do not undermine the role of colleagues.
- uphold Red2Green's good reputation

If anyone has any concerns about confidentiality or respect while at Red2Green, they should speak to the appropriate project manager.

Red2Green operates a policy for the protection of vulnerable adults, the aim of which is:

- to provide a framework in order to improve the quality of service delivery to vulnerable adults
- to provide guidance to employees who have a responsibility to investigate and take action when a vulnerable adult is believed to be suffering abuse
- the primary aim is to prevent abuse. Where preventative strategies fail, robust procedures must be in place to deal with incidents of abuse.

The values underpinning the policy are:

- to respect the rights and wishes of vulnerable adults
- to involve the minimum amount of intervention, according to need, necessary to protect vulnerable adults
- to ensure minimal delay in resolving matters
- to ensure that all vulnerable adults are treated with equal respect regardless of age, race, gender, religion, sexual identity or impairment.

Volunteers supporting Red2Green clients on site and on trips are welcome to a copy of the full policy, available from their volunteer supervisor.

We will ask all volunteers to complete a check with the Criminal Records Bureau, as is practice with all Red2Green staff. A disclosure may not automatically prevent anyone from volunteering, but any convictions should be discussed in advance with the volunteering supervisor. This information will be kept confidential, in line with Red2Green's confidentiality practices.

Red2Green uses photos to show the various different types of work that we do. Photographs are an excellent way of getting across just how dynamic our organisation is, and to date staff and volunteers have all been great in letting us take and publish shots of them 'in action'! Would you kindly sign and return this form to formally give us your permission to use your photo on:

- Red2Green's website
- Red2Green's own publications
- Other organisations' publications, where appropriate

Any photos of you will obviously be used appropriately and sensitively and in accordance with Red2Green's aims and objectives.

It is unusual that names are used, but should we wish to include your name we will contact you for your permission in advance.

Thank you very much.

I give permission for my photo to be used by Red2Green.

Date

Signature

Name.....

Please return to Head Office. Thank you.

Copy to: Red2Green representative, file confidentially