



**SOUTH DERBYSHIRE  
VOLUNTEER FORCE**

# **VOLUNTEER HANDBOOK**

**2023**

Volunteer Force is a service of South Derbyshire CVS that is registered in England & Wales as a charity (number 1101450) and a company limited by guarantee (number 4958843). Registered office: Top Floor of Unit G, Sharpe's Industrial Estate, Alexandra Rd, Swadlincote, DE11 9AZ.



# Welcome



**Adrian Moore**  
Volunteer Force  
Development  
Officer

We would like to take this opportunity to say **thank you** for deciding to volunteer with us. We hope that your time with us is productive, enjoyable and rewarding.

South Derbyshire CVS relies on the contribution of many different groups to make our services a success – from paid staff and trustees, to fundraisers and volunteers.

**As a volunteer, we value your contribution of time and skills as an essential ingredient to our success.**

We hope you find this handbook useful. It aims to answer most of the questions you may have about volunteering with South Derbyshire CVS.

If you would like more general information about the organisation itself, or have any further questions, then please feel free to ask.

**You can contact us via email [volunteer@sdcvs.org.uk](mailto:volunteer@sdcvs.org.uk) or telephone 01283 219761/07458 304316 (Monday-Thursday 8.30am - 4.30pm and Friday 8.30am - 4.00pm).**

# Thanks for joining us

**Our volunteers are the key to us being able to deliver our services and unlocking our full potential.**

South Derbyshire CVS recognises that those who volunteer do so for a number of reasons, e.g. they possess distinct skills, experiences and motivations and wish to volunteer for differing lengths of time. We take time to understand what you want to do for us, not what we want you to do as a volunteer.

## Who is this handbook for?

Volunteers with South Derbyshire CVS give up their time for free to carry out roles that are agreed between the individual and the charity.

Volunteering relationships are based on trust and are not a contract of employment. This handbook outlines the organisations commitment and responsibilities towards volunteers along with the organisation's expectations of volunteers.

This handbook is for any volunteer that has agreed to a voluntary role within the organisation. You will also receive additional information pertinent to your roles, as part of your formal induction, and separate to this handbook.

Volunteers do not have a contract of employment so do not have the same rights as an employee or worker. Each volunteer will be given a volunteer agreement which sets out general expectations.

**The volunteer agreement does not form a contract.**



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# Equal Opportunities Statement

All service users of South Derbyshire CVS should be treated on the basis of merit, capacity and potential.

South Derbyshire CVS will strive to uphold the right of everyone to use our services free from discrimination and harassment.

We are committed to taking positive action to combat all direct and indirect discrimination against visitors, service users, volunteers, staff and trustees.

South Derbyshire CVS is actively committed to opposing all forms of discrimination on the grounds of gender, race, ethnic origin, religious or political beliefs, disability, marital status, age, and sexuality or family circumstances.

To know more about our equality and diversity policy please ask for a copy from a member of staff.

**WE  
ARE  
EQUAL**

# Our Responsibilities

We want to make sure you enjoy volunteering with us and we take our responsibility to you very seriously. You will be a South Derbyshire CVS representative so we expect you to act appropriately. You'll see we've set out what you can expect from us and what we expect from you as a volunteer. If you have any queries about this please don't hesitate to speak to a member of staff.

## Our Responsibilities

- To offer equal opportunities to anyone who wishes to volunteer with us;
- To provide a supportive and positive environment that ensures you enjoy your volunteering experience;
- To support you in your role and offer training to enable you to fulfil your role;
- To provide a safe, friendly environment for you to volunteer in;
- To make all necessary health and safety arrangements to ensure your welfare as a volunteer is taken care of;
- To listen, respect and ensure there is always two-way communication;
- To ensure you are supported in your role and provide trained staff who can provide guidance;
- To provide up-to-date policy and information to ensure as a stakeholder you understand what is happening within our organisation;
- To recognise and celebrate your successes;
- To provide adequate insurance;
- To listen and act when you raise concerns.

# Our Expectations

We value the time our volunteers give to us and we want to make sure you have a good experience when you volunteer with us. As a representative of South Derbyshire CVS, you will need to conduct yourself in line with our organisational policies and values.

## Our Expectations of You

- That you support, respect and adhere to any decisions made by our organisational management, following policies and procedures as set out by the organisation, including but not limited to, safeguarding, GDPR, confidentiality, equal opportunities, inclusion and diversity, health and safety;
- To work in partnership with other staff, and volunteers as required in a friendly and kind manner;
- To always consider the good reputation of South Derbyshire CVS and conduct yourself in a responsible manner, within the law;
- To treat everyone with respect and dignity in line with our values, alongside the terms set out in our Bullying and Harassment and Equality and Diversity policies;
- Be accountable for your actions and discuss feedback openly;
- Respect and maintain confidentiality in line with our GDPR and confidentiality policies;
- Communicate openly about any changes in your circumstances, to ensure we can support you with any situations that may be causing you distress and affect your volunteering role. This includes openly talking about any problems you may have in your volunteering role;
- To discuss any grievance. In the first instance you should talk directly to your line manager who can hopefully help with any concerns you raise, including but not limited to, staff/volunteer behaviour, health and safety and general concerns about the organisation.



# Health & Safety

The health, safety and welfare of volunteers are of paramount importance.

South Derbyshire CVS has a responsibility to assess and manage risk and prepare you for your voluntary role. The issues of health and safety will be covered in your induction but if you have any queries please ask.

**Please ask for an up-to-date copy if you'd like one.**

Each volunteer has a responsibility to:

- co-operate with the implementation of the health and safety policy;
- undertake training for health and safety as required;
- take reasonable care for the health, safety and welfare of yourself and of other persons who may be affected by our actions or omissions;
- report any accident, incident or hazard arising during voluntary work;
- consider your own safety at all times;
- plan your travel arrangements in advance;
- inform someone of where you are going and when you can be expected to return;
- if you are in a situation where you feel unsafe, remove yourself from the situation.





# Safeguarding

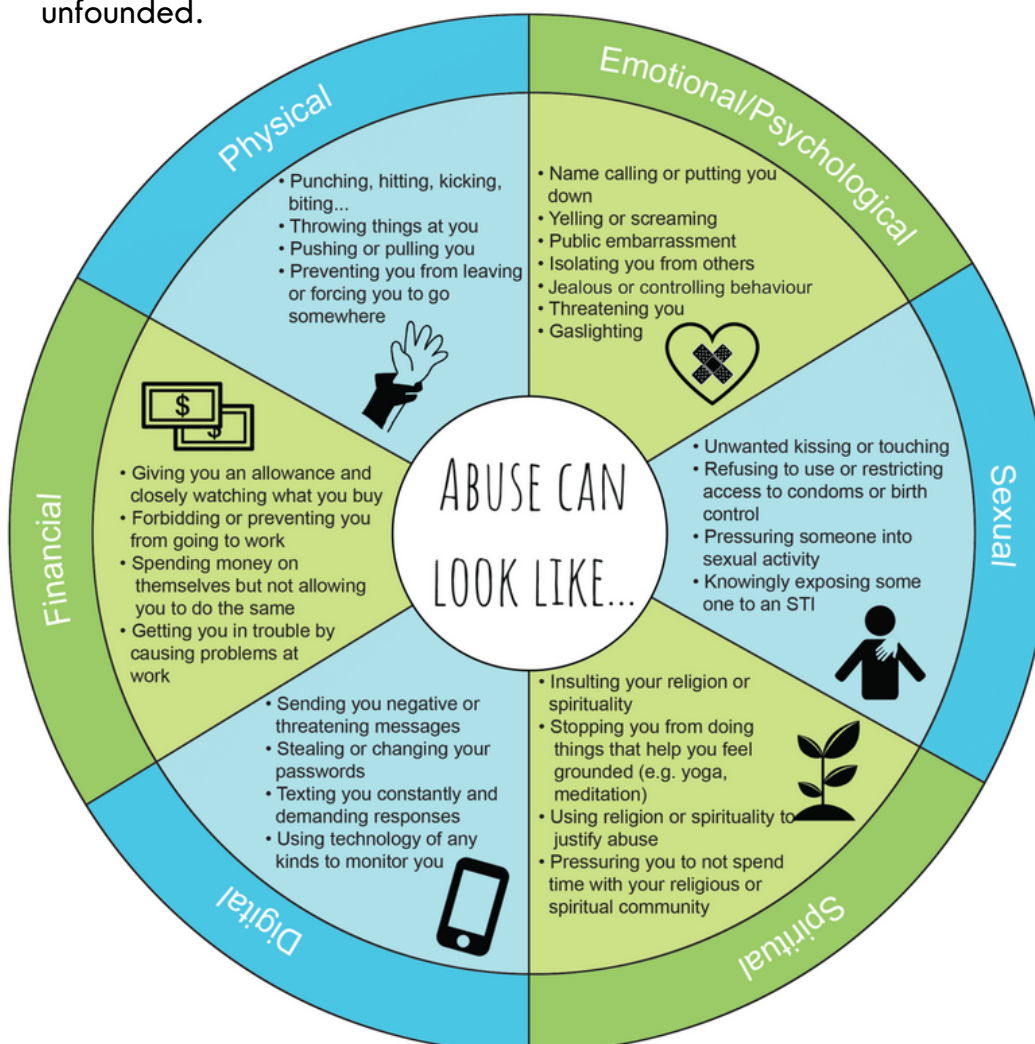
Safeguarding and wellbeing of volunteers, employees and the vulnerable people we support is of the utmost importance.

**If you become aware of any signs of abuse or anything that causes you to be concerned you must always raise your suspicions.**

If anybody tells you of any type of abuse **remain calm, listen and reassure them.** Where possible take notes to aid you in recalling the information.

**Do not promise confidentiality call to speak to a safeguarding officer at South Derbyshire CVS as soon as possible by calling 01283 219761 to report your concerns.**

**Remember:** you will always be supported and not raising concerns is worse than raising a suspicion which is subsequently found to be unfounded.



Prevent is about safeguarding people and communities from the threat of terrorism. Prevent is part of CONTEST, the Government's counter-terrorism strategy. The aim of the Prevent strategy is to reduce the threat to the UK from terrorism by stopping people becoming terrorists or supporting terrorism.

Knowing some of the signs that an individual is at risk of or is being radicalised could give a voice to a vulnerable person and prevent acts of extremist violence taking place. Anybody can be radicalised, but being more impressionable makes children, young people and vulnerable adults more vulnerable.

Some of the signs are, but may not be limited to:

- Withdrawal from family and friends, or changing circle of friends;
- Hostility towards others;
- Talking as if from a script;
- Being unwilling to discuss their views;
- Increased levels of anger;
- Being secretive, particularly around what they are doing on the internet
- Using extremist terms to exclude people or incite violence;
- Expressing the values of extremist or terrorist organisations (including political or religious based grievances);
- Supporting violence and terrorism towards other cultures, nationalities, or religions;
- Writing or creating artwork that promotes extremist values;
- Talking about being a 'martyr';
- Possession of extremist literature or other material, or trying to access extremist websites;
- Possession of any material about weapons, explosives, or military training.

**If you have any concerns speak to a safeguarding officer at South Derbyshire CVS as soon as possible by calling 01283 219761.**

South Derbyshire CVS reimburses volunteers for agreed out of pocket expenses incurred in the course of their volunteering with South Derbyshire CVS in relation to travel and subsistence.



## Subsistence

Expenses that relate to the consumption of food and drink which are likely to be incurred should be agreed in advance with the service coordinator or manager.

You will be required to complete an expenses claim form with all corresponding receipts attached. **All claims must be submitted as soon as possible – and at least within one month.** Full written details of the nature of expenses and justification of the expenditure are required for auditing purposes.

If advance approval of subsistence expenses is not obtained in advance - we reserve the right to refuse reimbursement.



## Travel

If your own transport is part of your volunteering role, you can claim back the mileage used for travelling to and from and during your volunteering activities.

Please be aware of the impact both environmentally and financially of journeys and ensure that journeys are necessary.

The mileage rates we pay are:

**Cars and Vans (regardless of engine size): 45p per mile**

These rates reflect the cost of depreciation, insurance, road tax, servicing and repairs.

These are Inland Revenue 'authorised mileage rates' so are not taxed.

**You will be required to complete a mileage form that details dates, exact journey and purpose.**

## Childcare

Unfortunately, we are not able to contribute to or fund childcare costs.



## Gifts, Gratuities and Bequests

Volunteers **should not** accept gifts, gratuities and bequests from clients, their family or friends. If the situation arises then volunteers must explain that it's their role to support individual clients and therefore it is not appropriate to accept personal gifts for services provided, though the gesture is appreciated.



## Insurance

Volunteers who are registered with South Derbyshire CVS are covered by appropriate insurance whilst carrying out voluntary work approved by and on behalf of the organisation.

Volunteers are only covered for tasks that they have been authorised to do and they are required to carry out their role in a safe manner in accordance with the organisations policies, procedures and guidelines.

**Owner-drivers must inform their insurance company in advance and or writing if they will be driving in a voluntary capacity as some insurers require additional levels of cover to be in put in place prior to the start of the volunteering.**

**Loss or damage to your own personal belongings is not covered by South Derbyshire CVS insurance.**



## Confidentiality

Please treat other people's information in the same way as you would want yours to be treated. All the information you have should be kept securely and not discussed or disclosed to anybody who does not need to know. We want to make sure all information stays safe and confidential in line with the General Data Protection Regulation (GDPR) 2018.



## Absence Reporting

**We ask all volunteers to notify their designated coordinator or a South Derbyshire CVS staff member as soon as possible if they are unwell by calling 01283 219761 by 9.00am on the first day of absence.**

It is then your responsibility to keep us informed of progress and expected date of return. This enables us to effectively plan our resources or reschedule appointments to cover any periods of absence.



## Ending Your Volunteering Role

We ask, in the first instance, that you discuss this with your designated coordinator or appropriate manager at South Derbyshire CVS, in case there are any steps we can take that will enable you to continue.

However, we understand that it is inevitable that volunteers will leave as individual circumstances do change.

Volunteers are normally requested to take part in an 'exit interview' to reflect on your experience of working with us. This is very valuable to South Derbyshire CVS, and is an opportunity to celebrate the success of volunteering.



## References

Once you have volunteered for South Derbyshire CVS for over three months, we would be happy to provide a reference if you need one for paid work, study or another voluntary position.

Volunteering is a great way to learn new skills and to grow in confidence, as well as it being a way to help others. We believe that everyone has value and something to offer. We couldn't do what we do without our wonderful volunteers. **THANK YOU!**



## Communication and Networking



## VOLUNTEER BROADCAST

SOUTH DERBYSHIRE VOLUNTEER FORCE EBULLETIN

Volunteer Broadcast is our bi-monthly newsletter which contains ongoing news and events, advertises training and development opportunities, shares solutions to common issues and is a method of sharing and celebrating successes. As a volunteer you are automatically subscribed to the newsletter, however, if you no longer wish to receive it please use the unsubscribe link on the email.

South Derbyshire CVS Volunteer Force invites you to join us for...

## TEA AT TWO

Join us for warm drink, a biscuit and some good conversation. This is a opportunity to meet and chat with other volunteers, share experiences and knowledge and support each other when faced with challenges.

**Last TUESDAY of each month, 2.00PM at The Hive,  
Top Floor Unit G. Sharpe's Industrial Estate,  
Alexandra Rd, Swadlincote DE11 9AZ**



**A cup of tea is an excuse to share great thoughts with great minds.**

CRISTINA RE

Tea at Two! is an opportunity to meet and chat with other volunteers, share experiences and knowledge and support each other when faced with challenges.



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VOLUNTEER FORCE**

**[www.volunteersouthderbyshire.org](http://www.volunteersouthderbyshire.org)**



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[sdcvs.volunteerforce](https://www.instagram.com/sdcvs.volunteerforce)



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