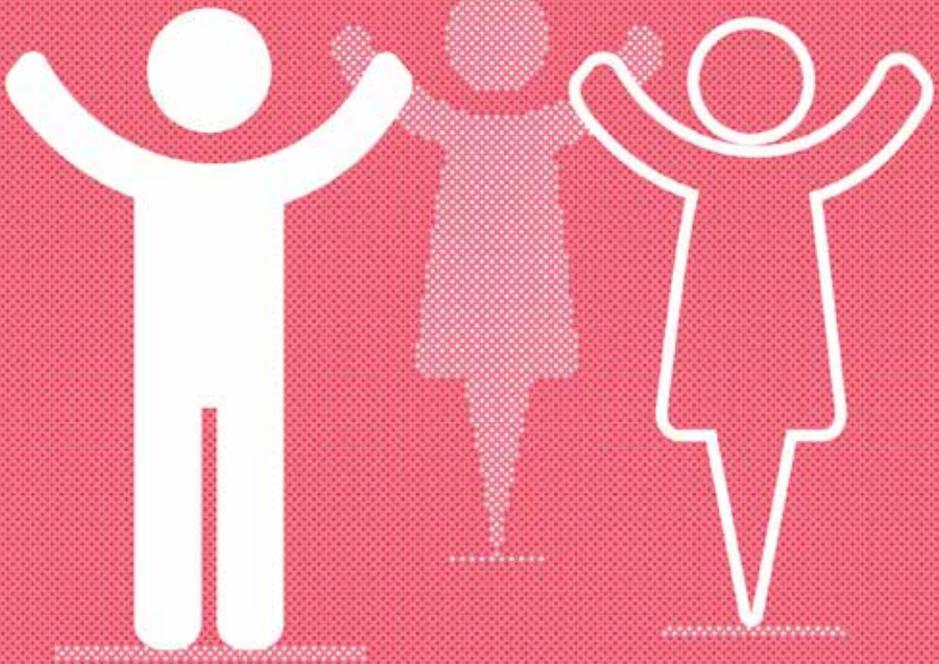


Volunteering



Volunteering

We truly value the contribution volunteers make to our organisation and our communities.

Volunteers add value to the services we offer and help develop and support our vision for the future. Whatever volunteering you do, you really make a difference.

Frequently Asked Questions

■ How often do I need to volunteer?

You can choose how often you volunteer. We'll try and fit our roles around you.

■ How long does it take to become a Knightstone volunteer?

This depends on your role. Some roles will have an interview process, to find out about you and whether you'll enjoy the role. Others will just be a simple application form. Inductions also vary in length.

■ Can I bring my children with me when I volunteer?

Sorry, no. We understand that many people have family commitments and we'll try to fit your volunteering around you.

■ Can I volunteer if I have a criminal record?

Having a criminal record will not necessarily stop you from volunteering with us, but some roles do require a CRB check before you can start.

■ Can I volunteer if I have a disability?

We'll work hard to make our roles and working environments suit you.

■ What happens if I can't attend my volunteering session?

We know there'll be times when you can't make it in to volunteer. All we ask is that you phone your volunteer supervisor and give us as much notice as possible.

Opportunities

We aim to provide as many volunteering opportunities in as many areas as possible. Opportunities differ in activity and time commitment, so we can fit around you and your life.

Before contacting us, have a think about:

- Who you'd like to volunteer with (young people, older people, in the office and so on)
- When you'd like to volunteer
- Where you'd like to volunteer.

Where you can volunteer

Our office

We're always looking for volunteers to:

- Help around the office
- Create and send out newsletters
- Help run volunteering projects
- And much more.

Our communities

You can help us out with:

- Street parties
- Fetes
- Environmental clean ups
- Other community projects.

You could even run your own project. Just let us know if you have any ideas!

Volunteering with older people

We provide sheltered housing for older people, to help them live independently. You can volunteer at one of our schemes by:

- Organising and running events and activities like board games, bingo, yoga or dance classes
- Supporting individual residents by helping them with their shopping or having a chat over a cup of tea.

Volunteering with young people

- We work with young people aged 16-25, providing them with temporary housing and helping them to find education and employment.

If you have skills in music, teaching, IT, art, dance, or youth work, you could volunteer with us, supporting and educating young people.

There are so many reasons to volunteer:

- gain experience
- improve your CV
- meet new people
- give something back to your local community.

Support and training

committed to supporting you

Volunteer supervisors

When you join us, you'll be matched with a member of staff who'll be your supervisor and help you while you volunteer with us.

Your supervisor will give you an induction, including:

- A welcome from the Chief Executive and Into Work Programme Manager
- An introduction to the department and people you'll be working with
- Answering any questions you have about your role
- A copy of their contact details in case you need to get in touch with them outside of your volunteering hours
- Setting your days and times for volunteering
- Policies and procedures
- Reporting any concerns you might have

- Introduction to the phone systems and any IT equipment (as relevant)
- How to claim your expenses.

Ongoing support

You'll meet with your volunteer supervisor to discuss how you're getting on. This will usually be once every three months, but it can depend on how much you volunteer.

Training

Training will depend on your role and your supervisor will discuss this with you.

In some roles, you might not be able to start volunteering until you've completed training. This is to make sure you have all the skills you need and are safe when you volunteer with us.

If you have any medical or religious requirements, please do let us know. We'll make every effort to cater for your needs and fit your volunteering around you.

Other useful information

Expenses

We'll:

- Cover all reasonable 'out of pocket' expenses where possible
- Refund up to £4.50 in travel per day, from either driving or public transport

Please note: if you do use public transport, you'll need to keep your tickets and receipts.

If your volunteer supervisor agrees to refund mileage to and from your volunteering, please use an online route finder to work out the number of miles you travel in your car.

Travel will be refunded for most activities related to your volunteering, if agreed in advance with your supervisor. This includes all your essential training sessions and volunteering activities, but may not include any extra training you choose to take on, or attending volunteer celebrations.

Policies and procedures

Our policies and procedures for volunteers are to help you understand your role and deal with challenging situations.

Our main volunteering policy outlines our commitment to you and includes information on:

- Our key principles when working with you and our commitment to those
- Our recruitment and selection process
- Volunteer roles
- Our commitment to insurance, and health and safety of volunteers
- Training and development
- Support and supervision
- Volunteer grievance and disciplinary matters
- Expenses
- Data protection

Your role description

When you join us as a volunteer you'll be given a role description. This outlines:

- Your tasks and responsibilities
- Who your volunteer supervisor is
- Any training we'll give you so you can take on your role.

Reporting concerns

If you have any concerns or worries while volunteering with us, please let us know. You can fill out a 'cause for concern' form and hand it in.

Insurance

We have insurance protection for all volunteers. If you're a driver you'll need to tell your insurance company about your volunteering. If you'd like more information on the type of insurance or the level of cover, please contact us.

Your personal details are stored securely in either a password protected electronic database or a lockable filing cabinet. If you'd like to see any of the details we have for you, please ask your supervisor.

Health and safety

We have a duty of care towards all volunteers. We'll make sure:

- You're volunteering in a safe and healthy environment
- We take necessary steps to minimise any risks you might face
- We give you a tour of the building or area you're volunteering in, as part of your induction.

As a volunteer you have responsibility for your own health and safety as well.

Equality and diversity

We're committed to making sure our volunteering opportunities are open to everyone. No-one should be treated less favourably on the basis of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.

First aid

We have qualified first aiders in all offices. You'll be introduced to these staff members (where possible) during your induction. You shouldn't carry out first aid on anyone unless asked to do so. Sometimes we'll offer first aid courses to volunteers if your role requires it.



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If you need this information in
another format please contact us.



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 **Knightstone**