

# **Disability Support**

**for Nottingham and County**

**Supporting marginalised groups to reduce barriers  
that impact negatively on independent living**



# **Volunteer Handbook**

# **Volunteer Handbook Contents**

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## **1. Introduction - What We Do**

Disability Support facilitates independent living opportunities for disabled people.

We pride ourselves in being able to make a difference to disabled people, older people and carers residing in Nottingham. We promote positive change in a non-political and non-campaigning way. Disability Support is here to help disabled people, older people and carers who live in Nottingham City by offering the following services:

### **Community Support**

This service can help you with finding grants, completing Homelink and Blue Badge applications, welfare support, social activities and more.

### **Benefit Support**

This includes entitlement checks, form filling, appeals and tribunal assistance.

Our Community Team also recruits and trains volunteers. Our incredible volunteers help people in their local community by doing odd jobs, befriending, shopping, and helping with our events

## 2. Why Volunteer?

### **Gaining new skills**

Volunteering can be a great way to learn and develop the skills you need, both practically and personally. Having volunteering experience is a great way to enhance your CV.

### **Making new friends**

Sometimes life changes leave us a little isolated. Maybe you've recently moved to a new area, or lost a partner. Or you might just have lost touch with people as circumstances change. Volunteering reconnects you with your community and helps create new friendships that keep loneliness at bay.

### **Mental and physical health and wellbeing**

We know that keeping active, mentally as well as physically, has a powerful influence over our health and wellbeing. 77% of volunteers report improved mental health and wellbeing.

### **Giving something back**

Maybe you've benefited from volunteering services at some time in your life, or you've recently had first-hand experience of the support our NHS can offer. Perhaps you just feel like you've been fortunate, and you'd like to share that with others. Volunteering gives you that opportunity to 'pay it forward' or to give something back.

### **Improving your confidence**

Sometimes life can knock your confidence, for example losing a job or needing extended time off work.

Volunteering gives you a chance to find your feet in your own time and at your own pace, allowing you to build your confidence in a way that works for you.

*Every individual has their own reason for volunteering and their own ideas about what it will do for them. There's no right or wrong approach, it's all about exploring the opportunities on offer and finding the one you know is right for you.*

### **3. Guidelines**

#### **Disability Support seeks to involve volunteers to:**

- Ensure our services meet the needs of our clients.
- Provide new skills and perspectives.
- Increase our contact with the local community we serve.

#### **Principles**

- We will ensure that volunteers are appropriately integrated into the organisational structure and can contribute to the organisation's work.
- We do not aim to introduce volunteers to replace paid staff.
- Likewise, we expect all staff to work positively with volunteers and actively seek to involve them in their work as appropriate.
- We recognise that volunteers require satisfying work and personal development and will seek to help them meet these needs and provide the training to do their job effectively.

## **Practice Guidelines**

The following guidelines deal with practical aspects of the involvement of volunteers. More detailed information and copies of any documents are available upon request.

## **Volunteer Recruitment**

Potential volunteers will be required to complete and submit the application form attached and Disability Support will apply for a DBS certificate. We are happy to assist potential volunteers who have difficulties with form filling.

All prospective volunteers will be interviewed to find out what they would like to do, their skills, suitability and how their potential might be realised. This will be in the form of an informal chat.

## **Expenses**

All volunteers will have their travel and other expenses reimbursed. Volunteers working a minimum of five hours per day can claim the costs for lunch.

If your volunteering job involves driving, please track your mileage, and submit each month on the mileage claim form.



## 4. Volunteer Responsibilities

- Please keep other volunteer or client information confidential
- Please do not pressure anyone to accept your religious beliefs
- Please do not make remarks that may offend other volunteers or clients
- Please do not attend appointments with a relative or friend that has not been previously agreed upon
- Please do not ask for money in return for any service that may be provided unless agreed with a Disability Support manager
- Please do not ask for or expect refreshments from a client
- Please do not use the telephone in anyone's home without permission, and never make personal calls
  - Please do not agree to further services unless the volunteer coordinator agrees
- Please do not feel obliged to share your contact details with a client
- If a client requires any equipment or materials purchasing, please inform Disability Support and request the money from the client in advance - do not purchase materials using your own money
  - Please do not smoke whilst with a service user
- Please do not attend an appointment under the effects of alcohol, drugs, or solvents

## **Shopping**

- If you are picking up shopping or materials for someone, please ensure the client has given you the money beforehand. Please do not purchase out of your own money
- When collecting shopping, please ensure you are given a list of items, including (where appropriate) a list of substitutes, and agree on what to do if an item is unavailable.

## **Driving**

- If you drive as part of your volunteering, either going to a service user's house or taking a service user somewhere, it is your responsibility to ensure that your car is taxed, MOT'd and insured. If, as part of a befriending relationship, a service user asks you to drive more than 15 miles (there and back), please check first with the volunteer coordinator.

## **Quality of work**

We do not expect volunteers to be experts at their roles, but if you have volunteered to carry out a particular task, please bear a few common-sense rules in mind:

- If gardening (lawns, hedges, trees/bushes), please ensure that you only cut / weed/dig/trim where you have been asked. If in doubt, ask!
  - Please ensure that any gardening is completed to a reasonable standard – remember to trim the edges of lawns and tidy up any grass trimmings that may be left, as this may be difficult for the service user to do by themselves after you have gone.
- If painting, please ensure the work area is left free from paint splatter. This may mean covering surfaces or cleaning up marks as you go.
- When helping people with paperwork, please check that anything you throw away for a service user is unnecessary before disposing of it.
  - If you do not feel qualified/able to carry out a task, please politely decline and report back to the volunteer coordinator; similarly, if you think the job is too large, please refer it back to the volunteer coordinator.



## **5. Policies & Procedures**

### **Induction and Training**

Volunteers will receive an induction into Disability Support and their area of work and training will be provided as appropriate.

### **Code of Conduct**

Volunteers are expected to adhere to our Code of Conduct which covers Confidentiality, personal and professional boundaries and general areas of conduct expected from all staff.

### **Support**

All volunteers will have a named person as their main point of contact. You will have regular opportunities to give feedback on your progress, discuss future development and raise any concerns.

### **Insurance**

Public liability cover is provided for volunteers on the premises or engaged in any work on behalf of Disability Support.

### **Health and Safety**

All volunteers must confirm they have read and understand Disability Support's Health & Safety Policy. Relevant areas of health and safety will be discussed as part of the induction process. All staff including volunteers have a duty of care to each other as well as clients.

### **Equality Diversity & Inclusion**

All volunteers must confirm they have read and understand Disability Support's Equality Diversity & Inclusion Policy

### **Adult Safeguarding**

All volunteers must confirm they have read and understand Disability Support's Adult Safeguarding Policy



Office use Only  
Date received:

## Volunteer application form

If you need any help filling this form in, please contact us on 0115 9785095.

### Personal Details

Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Postcode: \_\_\_\_\_

Telephone number: \_\_\_\_\_

Email address: \_\_\_\_\_

Date of Birth: \_\_\_\_\_

Emergency contact: Please give details who we can contact in the case of an emergency.

Name	
Relation	
Phone number	

Please tick areas of interest

Exercise/activity buddy		Admin	
Dog walker		Decluttering/furniture moving/packing	
Driver to/from appointments		Kitchen assistant	
Light gardening		Shopping	
Light DIY		Befriender	
Chaperone		Medication collection	

References: Please give details of 2 people (not family) who can supply a character reference

Name	Name
Address	Address
Postcode	Postcode
Telephone	Telephone
Email	Email
Relationship to you	Relationship to you

### Disclosure and Barring Service

Due to the nature of the work undertaken by both staff and volunteers at Disability Support, we deal with many vulnerable clients. This post is **exempt** from the provisions of the Rehabilitation of Offenders Act 1974 and as such all convictions whether spent and unspent need to be declared.

Please note, that past criminal convictions will not necessarily prevent individuals from volunteering with Disability Support. Each case will be dealt with individually.

All information will be treated in strict confidence.

Please list **any** criminal convictions: \_\_\_\_\_

### Declaration

In accordance with the Data Protection Act 1998, I agree that Disability Support may hold this information for personnel reasons, and to enable Disability Support to keep in contact with me.

**I confirm that the information I have given is accurate and complete.**

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Please return by email to [Info@ddnottingham.com](mailto:Info@ddnottingham.com), or in the envelope provided.

Thank you for your interest, we will contact you shortly.

Please complete the Equalities Monitoring Form.



## Equal Opportunities Monitoring Form

(Volunteers)

In order for us to ensure we provide an effective and representative service, we would be grateful if you could complete the following equal opportunities monitoring form, which will be kept confidential.

You are under no obligation to complete this part of the application, but if you do, you are agreeing under The Data Protection Act 1998 that Disability Support may hold this information for monitoring purposes only.

### How did you find out about volunteering at Disability Support?

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#### About you:

**Date of birth:**

**Preferred Pronoun:** He She They Other

**Do you consider yourself to have a disability or access need?** YES NO

If YES, please specify:

What is your ethnic group?

**Asian, Asian British**

Indian

Pakistani

Bangladeshi

Any other Asian background

**Black Black British**

Caribbean

African

Any other Black background

**White**

British

Irish

Other

**Chinese Chinese British**

Chinese

Other

**Mixed**

**White/Black Caribbean**

**White/Black African**

**White/Asian**

Any other mixed background