**[INSERT ORGANISATION]**

**[INSERT ROLE]**

**Welcome Pack**

[INSERT STRAPLINE]

Thank you for volunteering to support [INSERT ORGANISATION]. We are an organisation that [INSERT SHORT SUMMARY OF WORK]. To learn more about the work we do please visit our website / social media [INSERT LINKS]. .

**Contents Page**

|  |  |  |
| --- | --- | --- |
|  | **Section** | **Page** |
| 1. | Introduction to organisation & role |  |
| 2. | Who can I contact about my volunteering? |  |
| 3. | [INSERT ROLE] Volunteer – Role Description |  |
| 4. | Training and Support |  |
| 5. | Expenses |  |
| 6. | Keeping Other Safe While you Volunteer   * Confidentiality & Data Protection * Safeguarding * Equality, Diversity & Inclusion * Health & Safety   (including links to Action Together bitesize training videos) |  |
| 7. | Useful Links |  |
| 8. | Thank You |  |

1. ***An Introduction to [INSERT ORGANISATION]***

[INSERT INFO RELATING TO ORGANISATION, VALUES, STAFF, VOLUNTEERS ETC.]

1. ***Who can I contact about my volunteering?***

Whilst volunteering your main point of contact will be a [INSERT DESIGNATED ROLE MANAGER] they will be able to provide you with the information and support that you need in order to volunteer safely and effectively. If you have any concerns relating to your volunteering role or any change in circumstances which may affect your availability to volunteer this is who you should contact. There is space below for you to make a record of your role manager and their details so that you can easily get in touch with someone as needed.

|  |  |
| --- | --- |
| **Volunteer – Main Point of Contact (Role Manager)** | **Contact Information (Tel / Email)** |
|  |  |
|  |  |
|  |  |

1. ***[INSERT ROLE] Volunteer – Role Description***

|  |
| --- |
| **[INSERT ROLE]** |
| **What is the Purpose of a [INSERT ROLE] Volunteer?**  [INSERT RELEVANT INFO]  **Where and when will I be volunteering?**  [INSERT RELEVANT INFO] |
| **Your Key Tasks:**   * [INSERT ANY ADDITIONAL DETAILS / ACTIVITIES SPECIFIC TO THE ROLE] * Escalate any concerns or uncertainty to a member of staff * To show understanding and strict adherence to the policies and procedures of the [INSERT ORGANISATION] i.e. information governance, equality and diversity, safeguarding, health & safety, fire safety, lone working.   These tasks are not exhaustive, and you may be required to undertake other duties in order to meet the needs of the service. |
| **Required Skills:**   * [INSERT ANY REQUIRED SKILLS] |
| **Training**  You will be required to complete:   * [INSERT REQUIRED TRAINING]   You may also be required to complete additional training or refreshers during your volunteering as identified for your role. |
| **Ongoing Support**   * Whilst volunteering with us your main point of contact will be [INSERT NAME / ROLE OF DESIGNATED VOLUNTEER MANAGER],however you should also feel comfortable to communicate issues / concerns with any member of staff. * [INSERT ANY ADDITIONAL INDIVIDUAL / PEER SUPPORT THAT IS OFFERED TO YOUR VOLUNTEERS] |

Prior to beginning your volunteering you will be required to follow [INSERT ORGANISATION]recruitment process.

1. ***Training & Support***

As a volunteer you are giving your time to help others, but the experience should be mutually beneficial for you too, ensuring that you have the necessary tools and support to enable you to volunteer safely and effectively, whilst also providing you with an opportunity to learn and develop your skills and to gain new experiences to take forward.

As a [INSERT ROLE] you will be required to complete the following training:

* [DETAIL REQUIRED TRAINING]

Your main point of contact (volunteer role manager) will offer support and a time to ‘check-in’ with you during your time as a volunteer, and by working closely with you will be able to gain feedback about your volunteering experience which can be used to develop and improve the [INSERT ORGANISATION] volunteering programme. This provision of ongoing support will also provide you with a safe space to share learning and ideas and to escalate or raise any concerns you may have relating to your role.

1. ***Expenses***

Reasonable travel costs associated with your volunteering will be reimbursed according to [INSERT ORGANISATION] expenses policy. Before making an expenses claim you should discuss this with your main point of contact, and you should retain any receipts / tickets as evidence of the claim.

1. ***Keeping Yourselves & Others Safe***

Whilst volunteering in your role there are some key principles and ways of working that you should follow to ensure that you keep yourselves and others safe, and that you champion the ethos of [INSERT ORGANISATION].

**Confidentiality & Data Protection**

As a volunteer you are likely to come into contact with personal data and sensitive information during the conversations and interactions you have with others. It is important that you treat this information confidentially, respecting people’s right to privacy and only sharing information on a need to know basis and where possible with the individual’s prior consent. You should familiarise yourself with your [INSERT ORGANISATION] own policies and procedures relating to the handling of data and should raise any issues or concerns with your main point of contact. To learn more follow this [link](https://www.youtube.com/watch?v=KnEdyQYwncM&list=PLrlzd5bHqCHrTVdQqN46pMhKzVY6nyJqb&index=1) and watch a bitesize training video.

**Safeguarding**

Employees and volunteers all have a responsibility for safeguarding, to protect individuals belonging to these groups, and so you should escalate any concerns to your main point of contact or another staff member as soon as possible. You will have the opportunity to complete Safeguarding training as a volunteer, and you should also familiarise yourself with [INSERT ORGANISATION] safeguarding framework so that you are confident in your responsibilities as a volunteer. Put simply; **if you see something, say something.** To learn more follow this [link](https://www.youtube.com/watch?v=28GzDiBGC1M&list=PLrlzd5bHqCHrTVdQqN46pMhKzVY6nyJqb&index=3) and watch a bitesize training video.

**Equality, Diversity & Inclusion**

Our employees and volunteers are committed to equal opportunities, treating everyone with respect, embracing and celebrating the different experiences and backgrounds of those we work with and support. As a volunteer you are in a unique and privileged position to have the opportunity to interact with many different types of people, and to learn about different backgrounds, experiences, and cultures, becoming an ally for communities that may be different to your own. Always try to ensure that your actions and reactions are considered, and that you are respectful, thoughtful, and kind. To learn more follow this [link](https://www.youtube.com/watch?v=DMVZWDAV6tk&list=PLrlzd5bHqCHrTVdQqN46pMhKzVY6nyJqb&index=4) and watch a bitesize training video.

**Health & Safety**

You should familiarise yourself with v health and safety policies and procedures to help to keep yourself and others safe. This includes ensuring that you are aware of fire and evacuation procedures, hygiene / infection control policies, and any lone working or out-of-hours procedures.

1. ***Useful Links***

[ADD IN ANY USEFUL LINKS]

* **Action Together**

[www.actiontogether.org.uk](http://www.actiontogether.org.uk)

* **Mind - Helpline & Listening Services**

<https://www.mind.org.uk/information-support/guides-to-support-and-services/crisis-services/helplines-listening-services/>

1. ***Thank You***

As a [INSERT ORGANISATION] volunteer you are helping to provide a supportive service to those that need it the most and making a real difference and impact within our local community. We would like to thank you for generously offering your time to help deliver this service and hope that you find it to be a rewarding and positive experience.

Logo, company name

Description automatically generated