

www.ggca.org.uk

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Would you be interested in.....

- **Gaining valuable experience**
- **Opportunities for training & Work experience**
- **Getting Qualifications**
- **Working with Children & Youth**
- **Helping with Administration**
- **Supporting Committees and Steering Groups**
- **Supporting local events**
- **Raising money for Charity**
- **Supporting local enterprise**
- **Having a sense of fulfilment**
- **Meeting with like-minded people**

.....then call us now on

01443 675004

**Gilfach Goch Community Association
Cambrian Avenue
Gilfach Goch, CF39 8TG**

Volunteering

Handbook 2019



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Moving on

GGCA understands that volunteers do need to move on from their volunteering placements and have family and work commitments that mean they are no longer able to volunteer. We appreciate any time that volunteers give to the association, and all the work that they do, and whilst we aim to keep volunteers as long as possible we will always accept any decision to move on and will understand the reasons for doing so.

However, we would like volunteers to inform us of their intentions to leave and attend an final evaluation so that we can gauge what they have taken from their experience and whether there is anything that the association could have done that could have improved their experiences.

GGCA is always pleased to hear from volunteers moving onto alternative employment and hopes that volunteers will maintain contact. We would be more than happy to provide volunteers references should they require them.

The association will also hope that the volunteer will have benefited from their time with us, and will have benefited from the wide range of activities, courses and training available, as well as the experience that working with the GGCA will have given them.

9. Safety and Protection of Volunteers

- 9.1 The safety and protection of volunteers is of utmost importance to Gilfach Goch Community Association and all staff are responsible for ensuring that any volunteers within their sessions are kept safe at all times.
- 9.2 All volunteering opportunities are assessed for risks before they become actual opportunities available to volunteers. If the Association feels that an opportunity could cause a risk to a volunteer, staff member or service user the opportunity will cease to become available.
- 9.3 Any reasons for an opportunity not being feasible will be recorded and kept on your personal file and you will receive feedback on these reasons so that alternative opportunities can be considered.
- 9.4 Gilfach Goch Community Association has policies in place to ensure the safety of volunteers at all times, these include; Bullying and Harassment, Data Protection, Complaints Procedure, Fire Safety, Health and Safety, Child Protection and Confidentiality. All policies are regularly reviewed and updated in line with legislation.

All policies and procedures are readily available to volunteers, copies of which can be obtained from the Admin Manager in Reception

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Welcome to the Volunteering Programme...

Gilfach Goch Community Association welcomes the essential involvement of volunteers who freely give up their time in order to benefit their local community. There are a number of volunteering roles available from helping out with including After School activities, to Work Club, Open Access, Youth Club, disability group, *cooking etc so if you would like to gain experience in working with children, youth or adults , contact us for a chat on which different roles are available to match your skills and experience.*

Becoming a Volunteer at the Gilfach Goch Community Association is a simple process and can open the door to a number of opportunities as well as a chance to get involved with a wide variety of activities and services.

For the association, the support of Volunteers allows us to reach out to a wider section of the community and provides a greater variety of activities and programmes. Volunteers also help the association to maintain important links with the community that we support.

For you the volunteer it is a chance to get valuable experience, participate in training and gain qualifications. Many people also find volunteering extremely rewarding, a good way of building confidence, as well as a great opportunity to socialise.

7. Training and Personal Development

- 7.1 All volunteers will be given an Induction , which, will include being given a copy of the volunteer handbook, being advised of fire safety instructions, as well having as a tour of the building and an opportunity to meet with staff and other volunteers.
- 7.2 Gilfach Goch Community Association will be responsible for ensuring that volunteers are suitably prepared and trained to carry out their voluntary role. Your supervisor will ensure that any necessary training is given as well as providing any support you may feel you may need.
- 7.3 Volunteers, staff and service users will be consulted when developing new voluntary opportunities to ensure that the needs of all groups are met.
- 7.4 All staff members who supervise or have contact with volunteers will be provided with suitable training on the management of volunteers.

8. Support of Volunteers

- 8.1 Daily support is available from your designated supervisor.
- 8.2 Supervision sessions will also be provided to volunteers who volunteer on a long term or regular basis. Supervision sessions are needed in order to discuss any issues that volunteers may have regarding their voluntary work, as well as addressing any training needs.
- 8.4 A supervision session may also be requested at short notice if the volunteer feels they have an issue that needs addressing that cannot wait until their planned supervision appointment.

6. Recruitment and Selection

- 6.1 Gilfach Goch Community Association is committed to Equal Opportunities and will encourage all individuals to become involved within the work of the Association regardless of age, gender, ethnicity, ability, religion and political beliefs. Gilfach Goch Community Association will recruit volunteers according to their suitability or potential to carry out any given opportunity.
- 6.2 Gilfach Goch Community Association recruits volunteers from within Gilfach Goch and surrounding areas. The Association raises awareness of the opportunities on offer through leaflets, posters, the Internet, Social Media, our website, Interlink and attendance of events within Bridgend and Rhondda Cynon Taff, as well as any other methods readily available.
- 6.3 Volunteers are given many options of volunteering opportunities and volunteers are selected according to their ability, skills, interests and talents, as well as taking into account the needs of the organisation.
- 6.4 In the event that a volunteer is unsuitable for a particular opportunity we will, where possible, offer an alternative voluntary opportunity within the work of the Association. In the event that there are no opportunities, we will assist the individual by giving them feedback and by helping them find an opportunity within an alternative organisation or to help the volunteer access the services of their local Volunteer Bureau.
- 6.5 As part of the application process some volunteers may be expected to undergo a Criminal Records check particularly if the opportunity involves working with children or vulnerable adults.
- 6.6 All voluntary opportunities have role descriptions which will be provided to the volunteers. The descriptions will entail what will and will not be expected of volunteers within a specific role.

The aim of this booklet is to tell you all you need to know about volunteering at GGCA, what to expect from us and what will be expected from you. The booklet will let you know what volunteering activities are on offer, how you can get involved with them and the volunteer procedures that are in place to make your volunteering experience as straightforward and enjoyable as possible.

One of the most important things to us is that volunteers feel comfortable about the activities they are participating in. We try to ensure that the right person is matched to the right job so that people's contributions are always interesting and worthwhile.

Thank you for taking the time to read this booklet, we look forward to welcoming you to the team!

Statement of Intent

Volunteers are an integral part of Gilfach Goch Community Association. GGCA is fully committed to the involvement of volunteers throughout the Association and aims to encourage volunteers to plan and implement the activity programme supported by paid members of staff.



Responsibilities

As a volunteer you will offering your time freely and without obligation. However, there will be expectations of both volunteers and staff such as mutual support, reliability and respect. By recognising these responsibilities we can ensure GGCA continues a high standard of services. As a volunteer you are agreeing to take on the following responsibilities:

As a volunteer you have the right to:

- Receive advice to select the correct volunteer experiences.
- A role description
- Safe working conditions
- Receive and request training
- Claim for out of pocket expenses
- Be respected
- Be involved in planning, implementing and evaluating your project
- Ask for references
- Confidentiality- all personal details will be kept locked away
- An opportunity to meet new people

As a volunteer you have the responsibility to:

- Choose your volunteering role
- Undertake training and courses where required to do so
- Commit to roles you agree too
- Be honest if you feel uncomfortable working with certain client groups
- Be respectful to all

- 4.2 Gilfach Goch Community Association acknowledges the unique contribution made by volunteers and the impact that their volunteering can have on communities, service users, paid staff and the volunteers themselves.
- 4.3 Gilfach Goch Community Association is fully committed to the involvement of volunteers throughout the Association and aims to encourage volunteers to plan, implement and play an active role within their local area.
- 4.4 Gilfach Goch Community Association will strive to ensure that volunteers are provided with worthwhile volunteering opportunities and will use volunteers' skills, knowledge and experience in a way that will meet the needs of both the volunteers and the Association.
- 4.5 Gilfach Goch Community Association recognises that volunteers complement the role of, and do not replace the role of a paid worker.

5. Responsibilities

- 5.1 All volunteers can access policy information via the Admin Manager, who will also be able to offer guidance and advice to help the volunteer carry out their voluntary role effectively.
- 5.2 All volunteers will be offered a full induction and training opportunities, as well as regular supervision and support to carry out their chosen activity to the best of their ability.
- 5.3 The Association Manager, Kate O'Sullivan is responsible for all volunteers and voluntary activities within the Association.

Volunteering Policy

1. Introduction

This volunteering policy aims to demonstrate the principles for involving volunteers within Gilfach Goch Community Association. This policy was ratified by Gilfach Goch Community Association Management Committee in 2011 and will be reviewed annually to ensure that it reflects the work of the volunteers and Gilfach Goch Community Association.

2. Commitment

Gilfach Goch Community Association recognises that individuals have a right to participate in the life of their community through volunteering and the Association encourages active involvement at all times. Gilfach Goch Community Association also acknowledges the many ways in which volunteers are involved, from play schemes to events to Management Committee members. Volunteers are the life blood of this organisation and their contribution is unique and enhances not only the volunteers' lives but the lives of service users, staff, other volunteers and the local community. Gilfach Goch Community Association values the contribution of all volunteers and the Association is committed to working in ways which are encouraging, supportive and which develop volunteering and the lives of those that give their time so freely.

3. Definition

Volunteering is an important expression of citizenship and is an essential component of democracy. Volunteers are people who, unpaid and of their own free will, contribute their time, energy and skills to benefit people in the community.

4. Statement of Values and Principles

- 4.1 Gilfach Goch Community Association recognises the important role played by volunteers in both the work of the Association and in the local community.

- Act professionally at all times when representing GGCA
- Speak promptly to your supervisor on any matters of concern
- Respect others and work within GGCA's policies and procedures
- Attend recommended training sessions
- Inform the project leader if you are unable to attend
- Ensure your contact details are up to date
- Look after your own safety
- Provide references and information for criminal records checks when requested
- Maintain confidentiality

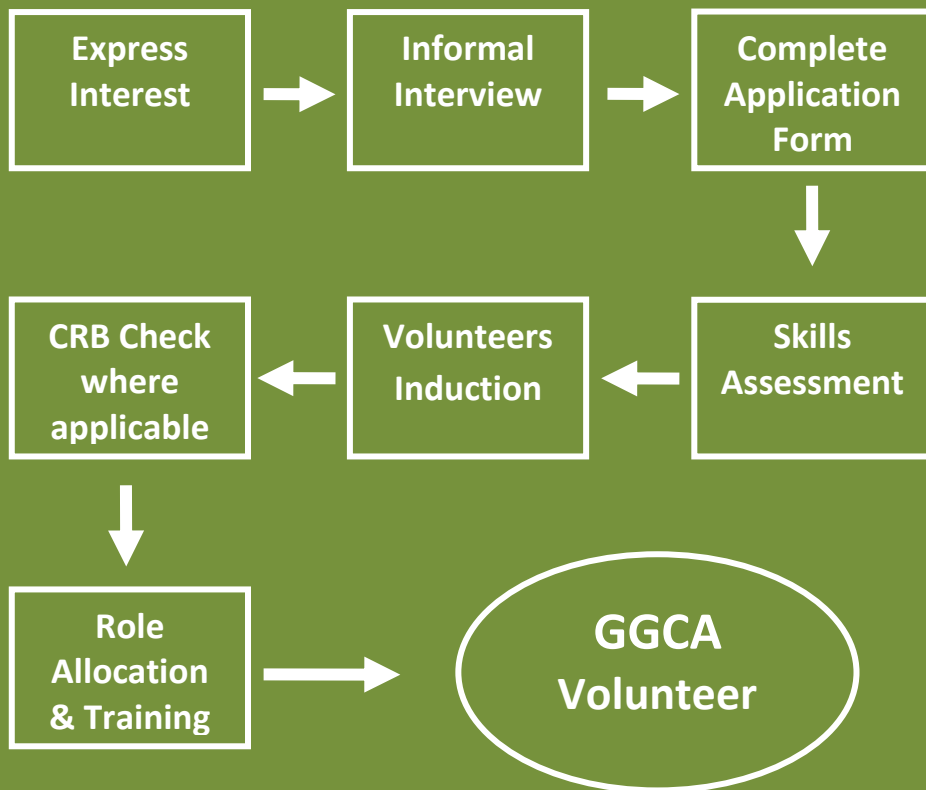
GGCA has a responsibility to provide:

- A member of staff to whom you're responsible and who you have regular contact with.
- Regular updates on the volunteer programme
- Opportunities to attend and be part of planning and decision making meetings
- Support meetings to enable you to carry out your tasks.
- Information and guidance on the activities available
- Safe working conditions
- Relevant training and induction
- On going and up to date volunteer information
- Support and guidance during sessions
- Confidentiality on all volunteers personal details

How to become a Volunteer

GGCA activities are run by volunteers who are fully supported by paid staff. For this reason we try to be as open and accessible as possible in order that as many people as possible can become volunteers. GGCA will also carry out a skills assessment to try, where possible, to allocate roles that best suit the skills of the volunteer and also take into consideration the volunteers aspirations

Here is a step-by-step guide to how to go about becoming a volunteer and the requirements that will be expected:



Equal Opportunities

GGCA is committed to implementing an equal opportunities policy as an employer and public service provider. GGCA believes that discrimination denies our human dignity, our freedom to be ourselves and our place in a free society. GGCA recognises that discrimination exists in society, and believes that this prevents potential and ability from being recognised.

Volunteers at GGCA have the right not to be discriminated against and must accept the responsibility not to discriminate against other people. The Association will not tolerate any form of discrimination whether that be on the basis of race, colour, gender, sexual orientation or identity, ethnic or national origin, disability, partnership status or home responsibility, HIV or AIDS status, age political or religious belief, socio-economic background, the number of hours that they volunteer or any personal prejudice or agenda. GGCA reserves the right to add to this list at any time. GGCA will strive to prevent unfavourable treatment, directly or indirectly, upon any of these groups in its employment and service at all times.

All volunteers are asked to complete an equal opportunities monitoring form on recruitment. The Association guarantees that this form will only be used for the purposes of monitoring the effectiveness of its equal opportunities policy.

Confidentiality

GGCA is committed to providing a confidential service to the community of Gilfach Goch. GGCA believes that the principle of confidentiality must be integrated across all aspects of the services it provides.

All information about a volunteer, including any concerns raised will be kept in a locked cabinet. Any information held on computer will be accessible only to the Admin Manager and the Association Manager. No personal information, including addresses and telephone numbers will be given out under any circumstances. Volunteers must treat information about service users and the Association as confidential. However, in speaking to their Supervisor about an issue that has arisen, volunteers are not breaking the confidentiality policy. Any unauthorised breaches of confidentiality will be treated very seriously by the Association and may result in disciplinary action being taken.

If you have any concerns about any aspect of confidentiality or would like to see the full GGCA confidentiality policy please contact your Supervisor or the Admin Manager.

General Data Protection Regulations

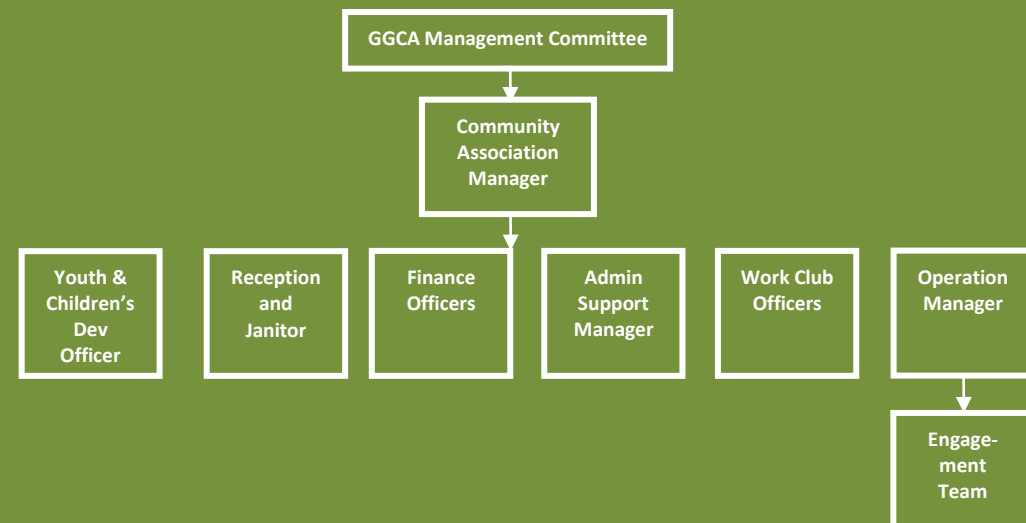
The General Data Protection Regulations, 25 May 2018, regulates the collection, storage, use and disclosure of information about individuals by organizations. GGCA fully conforms to the requirements of these regulations. Any volunteer has the right to access all personal information held about them and their activities, at any time. For further information, please contact the Admin Manager.

Gilfach Goch Community Association

Established as a charity in 1996 to support the community of Gilfach Goch, Gilfach Goch Community Association is an independent organisation which is also a part of the Communities First Network in RCT. The organisation currently supports the local community in many ways to include the provision of:

- Childcare Services
- Children's & Youth Activities
- Information & Advice Services
- Volunteering Programme
- Jobs & Business Support
- Courses & Training
- Community Events & Functions
- Funding assistance for community groups & Associations

GGCA Staff Structure



Opportunities & Training

Within Gilfach Goch Community Association there are many opportunities for volunteers and a number of activities in which volunteers can get involved. Some of those activities include: -

Children's activities

Children's activities are the heart of the centre and present many opportunities to include volunteering with school holiday Play Schemes and After school Clubs. Children's activities tend to be the starting point for volunteers to get into the swing of things and get to know the other volunteers.

Marketing & Publicity

If you have an interest in design, photography, web design and press release then Marketing & Publicity is for you! The GGCA web site is up and running but with lots of scope for development! The service also designs and produces posters, promotional literature, programmes, and tickets for many local organisations .

Youth Club

Youth clubs take place every Monday, Tuesday and Wednesday at GGCA and aims to provide activities for young people aged 11+ in a safe and secure environment. The GGCA youth wing includes a pool table, table tennis, games consoles, computer suite etc. Volunteering with the youth, you should hope to gain valuable experience, a relevant qualification as well an opportunity to have fun.

Special events

Throughout the year, GGCA looks to organise a number of events which includes a Volunteers awards ceremony amongst others. In many cases the GGCA relies on the volunteers to help with the planning, coordinating and running of these events which may include the running of a fully licensed Bar to raise money in support of many of the activities.

Management committee

The management committee is the body that oversees the activities of GGCA and is made up of volunteers who make decisions with regards to the management of the association.

Emotional Abuse – Actual or likely severe adverse effect on the emotional and behavioural development of a child, caused by persistent or severe emotional ill treatment or rejection.

Reporting Child Abuse

It is important that we are vigilant to the signs of child abuse and take action where child abuse is suspected or known. As individuals we have a responsibility to pass concerns on to agencies that can deal with these concerns properly. Although reporting child abuse may seem a scary prospect there will always be support at hand and volunteers will never have to deal with a situation by on their own.

What should I do?

If a child or young person tells you that they or another child is being abused.

- Listen to the child and reassure them that telling you was the right thing to do.
- Be careful that you do not react with shock or disgust as this may prevent the child from telling anyone or to withdraw what they have told you.
 - Encourage the child to talk but without leading or prompting.
 - Don't make them repeat what they have told you to anyone else.
 - Don't promise the child confidentiality as you have a duty to report the disclosure.
 - Explain that you must tell your line manager

Safeguarding Children

GGCA is committed to protecting children and young people from abuse of any kind. The well being of the child / young person is of utmost importance to our work and it is our aim to provide and promote a safe environment in which they may access our services.

In order to ensure that we are doing our best to adhere to child protection law and good practice and to promote the protection of staff and volunteers GGCA has several safety mechanisms in place: -

- A reference system.
- Criminal records checks
- Supervision
- Regular training for safeguarding children

As well as being vigilant about our environment and ensuring that staff and volunteers are screened, there is a need to be aware of children in need of protection and what child abuse is. A child in need of protection is a child who is suffering, or likely to suffer significant harm (in legal terms 'likely' means 'a real possibility').

The main categories of abuse are: -

Neglect – The consistent or severe neglect of a child or the failure to protect a child from exposure to any kind of danger, resulting in damage to the child's health or development.

Sexual Abuse – Actual or likely exploitation of a child or adolescent.

Physical Injury – Actual or likely physical injury to a child, or failure to prevent physical injury to a child.

Nursery

GGCA aims to provide a nursery for volunteer's children during Play Scheme so that volunteers are able to give their time whilst feeling assured that qualified workers are looking after their children.

Maintenance

Where possible concerning Health & Safety and training, volunteers are also more than welcome to help to maintain the building which could be picking up litter or painting and decorating etc.

Training

GGCA is a community development organisation which views training as a very important part of helping to build confidence and morale throughout the community. The centre provides regular training and a number of free courses throughout the year and it is the responsibility of your Supervisor to update each volunteer on all the training and courses that are available to you.

New volunteers will also be expected to undertake core training that will be seen as a minimum standard in order for them to competently undertake their volunteering activities. Volunteers are also welcome to put their own training choices to their Supervisor for consideration.

Support Meetings

Support meetings help's GGCA support you in your volunteering role and ensure that you are developing and enjoying what you're involved in. It also a good opportunity to discuss any successes, ideas, problems and worries and make sure that any ideas or opinions that you have about your work can be shared.

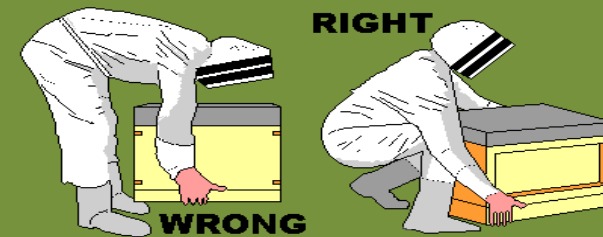
The way in which you receive your support meeting is entirely up to you it can be done one to one or as a group depending on what you are most comfortable with.

It is very important that you attend support meetings. Even if you feel that things are ok and there is nothing you want to change there may be things that we need to discuss with you or to feedback to you. Support meetings are provided to help make sure that you are happy with what you are doing and carrying out your role in a way that satisfies you and helps the people using our services.

In support meetings you may:

- Discuss, honestly how you are doing
- How your line manager feels about the past, present and current work you are doing at GGCA
- Look at ways in which GGCA could help you
- Discuss any issues
- Identify areas for improvement
- Set goals for the future
- Talk about the way the association works and input your ideas
- Look at your training needs
- Update and discuss the roles undertaken

Manual Handling



Volunteers should be particularly vigilant of health and safety when moving or lifting boxes, equipment and tables etc. Following the diagram above should ensure that you are lifting in the appropriate way. Volunteers should take all possible preventative measures such as training on lifting techniques and the use of smaller boxes, enlisting help and lifting aids e.g. trolleys and lifts. For more information about manual handling please see

<http://www.hse.gov.uk/pubns/indg143.pdf>.

Fire Safety

GGCA will take steps to minimise the risk of fire and adopt methods of fire control and/or evacuation to ensure the safety of all persons in the event of a fire. Volunteers should also familiarise themselves with fire exits and comply with fire regulations.

Insurance

GGCA Insurance will cover all registered volunteers for public liability and personal accident whilst undertaking voluntary duties.

Health & Safety

GGCA attaches the greatest importance to health & safety matters and has a legal duty to ensure the health and safety of all its staff and volunteers (Health & Safety at Work Act 1974).

While we cannot prevent or predict all accidents we will take all reasonable steps to minimise the risk of harm.

Hazards & Risks

Volunteers have a responsibility to be safety conscious and to have regard for the welfare of themselves and others by being aware of the hazards and risks that can occur in their own working environment.

A **hazard** is anything that could cause harm e.g. a wet floor or a trailing cable and a **risk** is the chance of somebody being harmed by the hazard.

For in depth information about hazards, risks and risk assessments please refer to the Health and Safety Executive website www.hse.gov.uk

First Aid

GGCA will provide regular first aid courses for staff and volunteers to become qualified first aiders. GGCA will provide fully maintained first aid boxes around the building and name a designated First Aider. All accidents, incidents and near misses must be recorded in the incident book located at reception.

We do our best to make any meeting times flexible and we understand that sometimes you will not be able to attend but we expect you to do your best to attend the support meetings and let us know in advance if you are unable to attend.

However if you do have issue that needs discussing please don't wait until your support meeting - bring it to your line manager ASAP.

When things aren't going well.....

If things aren't going well and a volunteer does not feel able to raise any issues with the relevant member of staff, they can raise matters relating to their work about which they feel unhappy or aggrieved with the Volunteer Support Officer.

A volunteer wishing to raise a concern should, in the first instance, fill out a management issue form and meet with their line manager to discuss the concern or complaint.

The staff member can only attempt to resolve a problem if a management issue form is completed. If the issue remains unresolved and the volunteer is still unhappy then they may take the issue to the Association Manager via the above process.

Useful Information

Signing In

It is up to each volunteer to make sure that you sign yourself in and out of the building. The volunteers signing in sheet is situated on the desk in the main reception area. At the end of each week the admin manager will add the hours volunteered for each week on to the Volunteers Hours Database.

Contact Details

It is also important that the association is continually provided with updated contact details for each volunteer. Having the correct contact details will allow us to keep you informed of everything that is going on at the centre as well as being able to contact you or your family in the event of an emergency.

Volunteers on Benefits

GGCA would advise that you inform the Benefits Agency or Job Centre that you are volunteering, however being on benefits should not effect your decision to volunteer at all. As a volunteer you do not receive any payment for your work with the exception of out of pocket expenses.

If you require more information about volunteering whilst receiving benefits we recommend consulting the Job Centre Plus “Volunteering whilst on Benefits” leaflet, a copy of which can be obtained from your local Job Centre.

Expenses

Under certain circumstances volunteers are able to claim out of pocket expenses legitimately incurred through their volunteering activities. GGCA appreciates the fact that you give up your free time to volunteer and believes that you should not be left out of pocket. Subject to prior agreement or arrangement and funding restraints, we will under certain circumstances refund any travel expenses incurred as long as you have a receipt or some proof of purchase.

Please note that refunds can not be given without a valid receipt or proof of purchase.

What can I claim for?

- **Public Transport** – With prior arrangement and having met certain conditions you can claim for any journeys that are solely connected with your volunteering role.
- **Mileage** – Volunteers using their own cars can also, with prior permission and in respect of their role, claim mileage at the current rate per mile. In order to claim for mileage you must keep your odometer reading at the beginning and end of the journey and fill out a mileage form.
- **Meals** – If your volunteering keeps you away during meal times and you have worked continuously for 5-hours or more within a 24 hour period then refreshments will be provided.