

Volunteer Induction Pack

Welcome to the East Lothian Active Business Unit (ABU) Volunteers Induction Pack. This pack is designed to equip you with the information you may need during your time as an ABU volunteer.

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Planning Your Volunteering

Supervision

Volunteers will be appointed with a nominated Volunteer Line Manager (VLM) when they begin their volunteering. This usually depends on the tasks the volunteer will be engaged with. The VLM will agree the scope of the voluntary post with the volunteer. Volunteers often work on their own but always have staff on hand in case they encounter any problems and to provide support.

Frequency

You will decide, in discussion with your VLM, as to the length, frequency and flexibility of your volunteering. While volunteering is meant to be flexible around your needs, please let your VLM know as soon as possible if you are unable to make a day in which you had planned to come in.

Tasks

The tasks you carry out as a volunteer will be planned with your VLM in order to suit your interests, skills and the needs of the ABU. Your VLM will set your initial project or tasks with you. These will be updated as often as necessary.

What can you expect from the ABU?

- An introduction to the organisation and your volunteering role within them.
- Training related to your volunteer role, i.e. First Aid & Child Protection training.
- A Volunteer Line Manager (VLM) who will supervise your volunteer placement and with whom you can discuss your role and learning goals.
- A regular review (every 6 months) of your volunteer role. This will be carried out by your VLM.

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- *Standard insurance cover will be provided for all volunteers in respect of public liability, personal accident for ELC only and professional indemnity.*

Volunteer Training

Pre-requisites may need to be achieved before you can access some of these courses

- First Aid
- Child Protection
- Access to the ELC Online Community LearnPro training website.
 - Your VLM should provide you with the Community LearnPro link and password.
 - See LearnPRO – Child Protection Level 1
 - See LearnPRO - GDPR & Information Security.
- Sport Specific courses
- All types of training opportunities will be communicated as and when they are available.
- Should you wish to attend any course relevant to your placement, please discuss with your VLM first.

What we expect from you

We will discuss with you the amount of time that you are willing to commit to volunteering, when you will be available each week, and how your availability will fit in with the needs of the services. If, for any reason, you will not be attending as we have agreed, you must let us know as soon as possible so that a substitute can be found or different arrangements can be made.

Confidentiality

In the course of your volunteering you will come across confidential information about the Council, its staff and its clients. You must respect this confidentiality and not use the information for your own benefit or disclose the information, except where required or permitted to do so by law.

Policies

You will abide by the organisation's health and safety and equal opportunities policies. These can be provided to you by your VLM. We will also inform you of procedures to follow when undertaking activities based upon activity risk assessments.

Ideas and problems

You may have ideas for the better performance of your duties or of ways in which we can meet our objectives as an organisation. Please discuss these with your VLM.

You may run into problems when performing your duties. You should discuss any complaint or problems with your VLM.

Your VLM will discuss with you any issues that they may have with your role.

If you would like to change the arrangements for your volunteering or move to a different kind of volunteering, that too should be raised with your VLM.

Evaluation and Review

A review will take place after your first block of volunteering. This provides the opportunity to assess if it is right for you, discuss training requests, or suggestions you may have to help develop the activity you are involved in. Thereafter, please feel free to contact your VLM at any time to discuss or to arrange a meeting to raise any matters or develop things as appropriate.

Meeting ELC Staff

Within your induction period, you will be introduced to ELC staff and provided with their contact details as appropriate.

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Meeting Other Volunteers

Following feedback from volunteers, we will encourage volunteers to meet and work together when possible. Our Volunteers training sessions are an opportunity to do this, as are celebration of success such as Sports Awards evenings.

Resigning as a Volunteer

We understand that for many reasons, you may at some point want to stop volunteering. Please let your VLM know either in writing or in person. We will then send you a Leavers' Questionnaire (if appropriate).

When something goes wrong

We always hope to provide a happy, safe and secure environment for our volunteers. If at any time you have a complaint or something you are not happy about, please discuss it with your VLM or any other staff in the ABU.

Other details about volunteering can be found in ABU's Volunteer Policy.

<https://www.activeeastlothian.co.uk/active-schools/about-active-schools-36>

Health and Safety

Fire Alarm

As part of your induction, you will be taken on a tour around the building(s) where your placement may be based. Fire exits, fire extinguishers, alarm call points and assembly areas will be pointed out.

If you hear the alarm you should immediately make your way outside (taking any children in your group and activity register with you), through the nearest available exit, and meet at the appropriate Assembly Point. You should take a register of your group and report any missing persons to the Fire Officer/Janitor as appropriate.

Equipment

You should be given training by your VLM before using any piece of equipment.

Any manual handling should be carefully planned in order to avoid any incidents and may involve use of equipment or other people.

Volunteers must not attempt to repair faulty equipment if it would put them or others in danger. This applies particularly to electrical repairs and any repairs involving Health and Safety issues.

Risk Assessments

Risk assessments are completed for most of the activities you might undertake as a volunteer. You should be made aware of the risks involved beforehand and of any safe working methods which are in place to minimize incidents.

If you are carrying out a new task, a risk assessment might need to be completed beforehand. You and your VLM will complete this together.

Accidents

If you do have an accident or health and safety incident (including a 'near miss'), please alert your VLM immediately. You will need to assist them in completing an incident report form. Please also confirm with VLM as to whom their Line Manager is, and their contact number, should you be unable to contact your VLM.

Your VLM should inform you where First aid boxes are located and who the nearest First Aid trained individuals are.

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Policies and Procedures

You may be affected or come into contact with the following policies and procedures whilst you are volunteering. These can be provided by your VLM, or found at www.eastlothian.gov.uk

- East Lothian Council Equality Plan 2017/21
- Inter-agency Child Protection Procedures – Edinburgh & the Lothian's
- Use of Social Media Guidelines – see page 6 of this induction pack
- Risk Assessments – speak to your VLM for specific Risk Assessments.
- Incident Reporting Form – speak to your VLM for a copy
- ABU Volunteer Policy which includes procedures on:
 - Recruitment and selection
 - Grievance, Complaints and Discipline
 - Information and Confidentiality
 - Management of Volunteers
 - Insurance

Disclosure Scotland – PVG Scheme

If your volunteering involves you coming into regular contact with children, young people or vulnerable adults you will be asked to become a member of the PVG Scheme. This will only occur after discussion between you and your VLM and you will be given full information about what is involved.

Recognition

You may be or you can nominate a fellow volunteer for an East Lothian Spotlight Award in recognition of you or fellows volunteering within the ABU. If nominated your name will be added to the Volunteer Roll of Honour, which can be found on the www.activeeastlothian.co.uk website.

You can also nominate a fellow volunteer using the online form at:

<https://www.activeeastlothian.co.uk/volunteer/volunteer-roll-of-honour-86>

Your Personal Data

East Lothian Council uses the personal data you provide for purposes associated with the delivery of our services.

For more information see: <https://www.activeeastlothian.co.uk/about/privacy-notice-96>

Personal data will be retained in line with East Lothian Council retention policies.

Data Protection Officer, East Lothian Council, John Muir House, Haddington, EH41 3HA

Email: dpo@eastlothian.gov.uk

Forms

Forms mentioned here are included in this Induction pack.

Volunteer Registration Form

Before you start as a volunteer, you will be asked to complete a Registration Form so we have a note of your contact details. If you have any questions about this during your time as a volunteer, please ask your VLM.

References

Before you start as a volunteer, you will be asked to provide two personal references. Details of these references will be kept confidentially on file and destroyed if you resign as a volunteer.

Volunteer Agreement

When you have read this induction pack, and agreed your placement with your VLM, you will be asked to sign the volunteer agreement.

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Child Protection Guidelines

- If you have any concerns about a child being at risk but you are unsure, speak to your VLM and they can investigate it further. **Do not** bring it up with the child's parent/guardian after the sessions as this then becomes very difficult to control the situation.
- A child at risk does not always show visible signs of harm, this can also be a child behaving strangely. For example, more aggressive than normal, quieter than normal etc
- Never be left alone with a child in a coaching/teaching situation without someone knowing where you are. Being left alone with a child can leave you open to allegations, which without other points of view are very difficult to address.
- Remember: Child Protection can be a very difficult and complex issue to discuss. If you have any concerns at all report to your VLM who will take appropriate action on your behalf.

What to do if a child confides in you?

- Should a child tell you something in confidence, you must reassure them that they haven't done anything wrong. However you should also inform them that you cannot keep what you have been told a secret, as to help them, you must tell someone else about it.
- If a child chooses to confide in you, only ask open questions, such as "then what happened...?".
- Should you ask a closed question (a question with a 1 word answer) it may not be as accurate a story, for example "Was it (name) that did this to you?". The child may panic and just agree.
- Write everything down straight away so you can remember details clearly and accurately should you need to refer back.
- Speak to your VLM immediately after the discussion has taken place, so as to act as soon as possible.

The Inter-agency Child Protection Procedures for Edinburgh and the Lothian's can be accessed using the following link:

https://www.eastlothian.gov.uk/info/210585/protecting_someone_from_harm/11896/child_protection

We all have a duty to protect children, whether we are professionals or private individuals.

If you think a child is being or is at risk of being abused or neglected, speak to:

- your Volunteer Line Manager

You can also contact the following people:

- the Children's Wellbeing assessment team by calling 01875 824 309 (Mon - Thu 9am-5pm and Fri 9am-4pm)
- the Emergency Social Care Service by calling 0800 731 6969 (freephone) at any time outside normal office hours
- the Police by calling 101 or in an emergency 999
- a member of staff at the child's school
- any Health professional

General enquiries to the Children's Wellbeing assessment team can be made via cfduyteam@eastlothian.gov.uk

East Lothian Council Active Business Unit Use of Social Media Guidelines

Social Media is fast becoming the most used way of communication in the world, and it is especially well used in the world of sport. Social Media has lots of positives but it also has a few areas where you have to be careful.

As you will be Volunteering/Coaching within the Active Business Unit, please read the “Do’s and Don’ts” below so you know how to make Social Media a positive for you and to ensure you are not caught up in the pitfalls that it may present.

Do’s

- Use Social Media. It can be a great way keep up to date with others and keep others up to date what you are doing.
- Be aware of what you are posting. Always thinking “What do I want people to think about me and the people I am working with?”
- Should a participant you coach or a parent involved start to insult you or say things about you on Social Media, do not engage with them but bring the situation to the attention of your VLM as soon as possible.
- Be smart about uploading personal or confidential information about yourself and do not upload another person’s confidential information without that person’s express consent.
- Use Social Media to promote any of the programmes you are involved with. If something great happens (match win/great training session etc.) then let everyone know about.
- Maintain a professional manner throughout your Social Media platforms. Even if it is not about your work (Voluntary or Paid) with ELC, people can still see it and it may have a damaging effect on your reputation as a current/future professional.
- Be aware nothing is secret on Social Media. Even posting in a “Private Group” can be shared and spread very quickly.

Do not’s

- Do not comment negatively about East Lothian Council or any of the departments/initiatives/venues within it. If you do so, your VLM may have to take disciplinary action against you.
- Do not make extended contact with anyone who you are coaching via social media i.e. Do not make or except Friend Requests, or follow, or tag etc.
- Do not engage in online disputes, and never allow others to argue disputes on your behalf.
- Never Drink and Post. You should never use Social Media while under the influence of alcohol. Anything you post can become viral very quickly and then it becomes out of your control.
- Do not post anything that could have damaging effects for East Lothian Council. Always think “Would I want to say this to a journalist?” as many tweets/Facebook posts are used by the media.
- Never use Sarcasm on Social Media. Sarcasm is very difficult to convey in just text. Read through any messages before you post them to make sure they cannot be misconstrued as offensive or insulting.
- Never post pictures of anyone without both theirs and their parents’ permission.
- Never post directly after a “bad session”. Should you have any issues, bring them up with your VLM straight away. Posting online while in a bad mood can make you say things you don’t mean.

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Prospective Volunteer Registration Form

How to complete this form

1. When you apply to Volunteer: Please complete Section A, B and C, and return with a copy of your qualifications (if relevant to voluntary post).
2. After your initial meeting: you and your Volunteer Line Manager (VLM) will read and discuss the Volunteer Induction and read and complete the Volunteer Agreement

Section A: Personal Details (Please Print)

Title: Mr / Mrs / Ms / Miss / Other _____

Date of Birth: (DD/MM/YYYY) ___ / ___ / _____

First Name: _____

Surname: _____

Home Address: _____

Post Code: _____ Tel No (Day): _____ Tel No. (Eve): _____

Mobile No.: _____ E-mail: _____

In the event of an emergency, who should we contact on your behalf?

Name: _____

Phone Number: _____

Relationship to you: _____

Supporting you:

Why do you want to volunteer? _____

What do you hope to gain from volunteering? _____

How did you hear about volunteering opportunities with us? _____

Do you consider yourself to have a disability (please circle)? Yes No

If yes, please describe: _____

Are there any other areas of support you might need to enable you to volunteer with us?

Please complete Section B on the next page.



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Section B: Placement Details

To help us tailor the best training programme for volunteers, could you please complete the sections below.

Please state any relevant experience of working with groups, any outdoor activity work, any sporting or physical activity work and any experience of work with people who have additional support needs.

Please list of any relevant awards or training you have attended.

Award	Awarding Body	Completion Date

Please provide brief details of the type of volunteering you are interested in:

Which days can you volunteer: Mon / Tues / Wed / Thurs / Fri / Sat / Sun / various
Alternatively this can be discussed in person with your Volunteer Line Manager.

How often do you plan to volunteer: weekly / monthly / variable.
Alternatively this can be discussed in person with your Volunteer Line Manager.

Do you have a preferred location or locations in mind? _____
Alternatively this can be discussed in person with your Volunteer Line Manager.

When could you start? _____
Alternatively this can be discussed in person with your Volunteer Line Manager.

Please complete Section C on the next page.



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Section C: PVG Scheme Record

Please tick the statement that applies to you.

<input type="checkbox"/> I do have a current PVG Scheme Record	<input type="checkbox"/> I do not have a current PVG Scheme Record
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If you do have a current PVG Scheme Record, please tick the appropriate level of PVG currently held, this is stated at the top right of your certificate.

<input type="checkbox"/> Disclosure PVG	<input type="checkbox"/> Basic	<input type="checkbox"/> Standard	<input type="checkbox"/> Enhanced
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Once you have completed this form can you please hand it or email it to your Volunteer Line Manager.

To arrange a suitable time to discuss your volunteering options, please contact your Volunteer Line Manager directly.

Please take any relevant award / qualification certification to your meeting with your Volunteer Line Manager so that copies can be taken for our records.

Thanks for taking the time to complete this form.



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When you have read the Volunteer Induction Pack, Policy and agreed your placement with your VLM, you will be asked to complete the Volunteer Agreement below, and return to your VLM.

Volunteer Agreement

The volunteer

I,(*full name in capitals*), agree to be a volunteer with East Lothian Council Active Business Unit and agree to the terms stated in the ABU Volunteer Induction Pack and ABU Volunteer Policy.

Volunteer Signature:.....

Date:

East Lothian Council Representative: (*print name*)

Signature:

Date:

Volunteer Reference Request Form – Referee 1

To be completed by applicant:

Applicant's Name:	
Post applied for:	Volunteer Active Business Unit :-
Volunteer Line Manager - VLM (if known/agreed)	
Volunteer Line Manager Email	

To be completed by referee:

Referee's Name:	
Referee's organisation:	
Referee's Job Title:	
Referee's organisation address:	
Referee's organisation email:	
Referee's organisation phone number:	
In what capacity have you known the applicant? (e.g. employer, friend, volunteer line manager)	
How long have you known the applicant?	

Dates applicant employed by / volunteered for your organisation, if relevant.	From: To:
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At time of leaving employment/current role was there any disciplinary action against the applicant?	Yes / No
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Please advise of the suitability of the applicant for this position (see post title at the top of this form):

Please continue on page 12.

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Please advise of your assessment of the candidate in respect of the following areas:									
Quality of Work	Excellent			Good			Fair		Poor
Honesty	Excellent			Good			Fair		Poor
Timekeeping	Excellent			Good			Fair		Poor
Reliable	Excellent			Good			Fair		Poor

Would you re-employ / engage the applicant in the same or similar capacity? Yes / No

Please add any other information which is relevant in assessing the applicant's suitability for the post:

Please return this form by email to the applicants Volunteer Line Manager, email at the top of the form, or alternatively, email to Mark Urwin, Senior Active Schools Co-ordinator:
murwin@elcschool.org.uk

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Volunteer Reference Request Form – Referee 2

To be completed by applicant:

Applicant's Name:	
Post applied for:	Volunteer Active Business Unit
Volunteer Line Manager - VLM (if known/agreed)	
Volunteer Line Manager Email	

To be completed by referee:

Referee's Name:	
Referee's organisation:	
Referee's Job Title:	
Referee's organisation address:	
Referee's organisation email:	
Referee's organisation phone number:	
In what capacity have you known the applicant? (e.g. employer, friend, volunteer line manager)	
How long have you known the applicant?	

Dates applicant employed by / volunteered for your organisation, if relevant.	From: To:
---	--------------

At time of leaving employment/current role was there any disciplinary action against the applicant?	Yes / No
---	----------

Please advise of the suitability of the applicant for this position (see post title at the top of this form):

Please continue on page 14.

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Please advise of your assessment of the candidate in respect of the following areas:									
Quality of Work	Excellent			Good			Fair		Poor
Honesty	Excellent			Good			Fair		Poor
Timekeeping	Excellent			Good			Fair		Poor
Reliable	Excellent			Good			Fair		Poor

Would you re-employ / engage the applicant in the same or similar capacity? Yes / No

Please add any other information which is relevant in assessing the applicant's suitability for the post:

Please return this form by email to the applicants Volunteer Line Manager, email at the top of the form, or alternatively, email to Mark Urwin, Senior Active Schools Co-ordinator:
murwin@elcschool.org.uk