



VOLUNTEER HANDBOOK

Welton Waters Adventure Centre Volunteer

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Welcome to Welton Waters Adventure Centre

2. Who we are

Welton Waters Adventure Centre (WWAC) provides and promotes fun and safe water sports and land activities for all children and young people, whilst supporting the national recommendation of participating in at least 1hr of physical activity per day.

3. Our aims and objectives

The main aim of WWAC is to offer school aged children and young people the motivation and opportunities to adopt active and healthy lifestyles throughout their lives and proceeding into adulthood. We also offer a range of activities for adults looking for to learn a new skill or challenge.

Our objectives

- To improve motivation and attitudes amongst children and young people and increase achievements at school and in the community.
- To increase the number of young people acting as leaders and coaches in the local area.

To increase activity amongst:-

- School aged children
- Girls and young women
- Children and young people from ethnic minority communities
- Children and young people with physical disabilities
- Children and young people in areas of socio-economic disadvantage
- The programme aims to make use of the skills and enthusiasm of volunteers, who will assist in delivering activity sessions at the centre whilst learning new skills and gaining accreditation.
- Volunteer deliverers are a major resource to the work of the programme and make a vital contribution to centres aim. Volunteers are sought to deliver & support a diverse range of activities ranging from land based teambuilding activities to water based sports.
- All roles are with the full support of the Volunteer Co-ordinator based on site.

4. Positive Volunteering – What are the benefits?

- Develops new skills – communication, leadership, organisation
- Gives access to work experience which could lead to career opportunities
- Opportunity to add to/develop a CV
- An opportunity to give something back to the community
- Gives experience of taking responsibility and valuing achievements
- Builds self confidence
- Access to support from different agencies and people
- Get involved in local, regional and even national events/activities
- Get involved in training courses leading to awards
- Opportunity to gain a nationally recognised qualifications
- Meet new people and make new friends
- Have fun

- Try something different
- Sense of achievement and personal fulfilment
- Remember, a person doesn't need lots of reasons to get involved in volunteering – just plenty of enthusiasm!

5. What can I do?

A volunteer can do whatever they want, as long as it is related to WWAC. The most popular activity is probably coaching, however a volunteer can get involved in a wide variety of ways depending on their skills or interests. There are opportunities to coach, assist, organise events, office and admin duties, fundraising and bid writing. A job description will be discussed and outlined during the recruitment process.

Some points to consider:

Think about the sports/activities you are most interested in.

What sort of volunteer role do you want to play?

How much time are you willing to give?

How far are you willing to travel?

As an example a volunteer will be expected to be able to carry out the following tasks in their work with the project. They may already demonstrate these skills or can learn or develop them throughout their training period.

- To lead or assist in activities within the centre both land and water based which have been identified as suitable for the target group using the centre.
- To work with their line manager/mentor in identifying suitable activities to develop the programme
- To offer support and encouragement to young people in pursuit of a more active lifestyle
- To build the confidence of young people within the centre
- To react positively to people's interests within the centre

6. Recruitment & Registration

Once a volunteer has decided to work with us some personal details will be taken and they will complete a Volunteer Application/Registration form. (See Appendix i.) The form will then be forwarded on to our Volunteer Recruitment Coordinator. Once this form has been received, a volunteer will be contacted to arrange a meeting.

At this meeting the application will be discussed and skills and interests will be established. Areas for discussion include:

- Reasons for applying
- Motivation
- Your availability
- Previous experience
- Other voluntary work experience
- Previous training
- Skills
- Interests
- General considerations – roles, expectations and responsibilities of the post

At this stage suitability for a volunteer role at WWAC will be established. If a volunteer is unsuitable to work on behalf of WWAC they will receive a phone call, then a follow up letter confirming their withdrawal from the volunteer programme. If a volunteer is suitable to work on behalf of WWAC they will be asked to return for a Volunteer Induction, and will receive an offer letter offering them a place on the programme.

However, it must be noted that this offer will be subject to references and a Disclosure & Barring Service check.

7. Induction

After a successful interview a volunteer will be asked to attend an induction session with the Volunteer Co-ordinator they have been assigned to. The date, time and venue will be detailed in the offer letter.

Together the following areas will be discussed and actioned:

- Training and Support Form (Appendix i.) – this will help to build a structure to the placement and will outline a training plan which a volunteer must sign
- A plan, volunteer activities and the level of support a volunteer will need
- How often meetings take place, where, when etc. and what format these meetings will take
- Ascertain references
- The following Welton Adventure Centre policies and procedures:
 - Health & Safety; including Emergency Action Procedures
 - Code of Conduct
 - Disciplinary Code and Procedures
 - Child Protection
 - Data Protection
 - Equal Opportunities
 - First Aid
 - Confidentiality

A volunteer will also receive a Volunteer Agreement Form from the Volunteer Co-ordinator, which must be signed before a volunteer can begin their volunteer duties. Please ensure it is read carefully and fully understood before signing.

8. Beginning your placement

Leading on from the induction a volunteer will be given a tour of the facility. This will include:

- Facility amenities, e.g. toilets, office, reception, access to telephones etc.
- Fire procedures, e.g. escape routes/meeting points, fire alarm
- First Aid locations/who first aiders are
- Security, e.g. signing in/out procedures, security badges
- Specific facility policies and/or procedures
- What to do if there are any problems

9. Clothing

Should a volunteer role require the wearing of specific or specialist clothing these will be provided by the Volunteer Co-ordinator. In the case where specific clothing is provided for a volunteering role, these must be worn, and care for the clothing appropriately and ensure items are kept in good condition. Should a volunteer not have access to the required clothing, please discuss this with the Volunteer Co-ordinator. We ask all volunteers to dress appropriately and maintain a smart appearance wearing suitable footwear.

10. What can the volunteer expect?

Before a volunteer is given the go ahead to start volunteering, the necessary steps have already been taken to ensure that the venue is a suitable place for them to volunteer.

The induction aims to cover all areas that may be encountered in the placement. It is important that a volunteer is aware of all these areas (see 4. Becoming a Volunteer – Induction). A volunteer may need to have certain information at their finger tips during volunteering – this can help prevent any accidents or incidents!

Working with your Volunteer Co-ordinator

The Volunteer Co-ordinator will offer support and continual assistance through the volunteer placement. They will work in partnership to develop skills, knowledge, potential, talent and networks. This is a two way process with both parties learning from one another. The relationship a volunteer develops with their co-ordinator will play a large part in how the placement will work out for them. During the course of a placement a volunteer will agree to meet with their coordinator

on a regular basis to review their progress, plan future activities and set personal goals.

It is expected that a support network will be generated between volunteers themselves, sharing each other's experiences and advice.

The co-ordinator believes strongly in **teamwork** and believes that the ideas and opinions of the volunteers are vital.

11. Volunteer training

Training is essential for all volunteers. Each volunteer must complete the specific training before participating in any work. On completion of this training, the volunteer will be able to deliver sessions with the supervision of an experienced coach / deliverer. This supervisory period will continue until both the volunteer and supervisor are satisfied that the volunteer is competent to deliver classes without supervision. Volunteers will always work as a minimum with another member of staff and will never be on their own. A variety of additional training sessions will be offered after this period and volunteers will be invited to attend. If the volunteer feels that training of a specific nature would be beneficial to the team or if an update of a previous training session is required, the volunteer should approach the Volunteer Coordinator to facilitate this.

12. What is expected of the volunteer?

All volunteers, including young people are expected to conduct themselves to a high standard and are responsible for the way in which they engage with each other. WWAC is committed to supporting and encouraging all volunteers to achieve and maintain exemplary standards of service, conduct and attendance. The Volunteer Coordinator will give feedback on these areas as they apply to the volunteering role throughout the placement.

WWAC recognises that volunteers have the following rights:

- to know what is expected of them
- to have clearly specified lines of support and supervision
- to be shown appreciation
- to have healthy and safe working conditions
- to be insured
- to know their rights and responsibilities
- to be trained
- to be free from discrimination
- to experience personal development through participation
- to request a reference in relation to their voluntary work
- to have their confidentiality respected

WWAC expects that volunteers will:

- Be reliable, honest and respect confidentiality
- Deliver safe and fun physical activity sessions, encouraging all young people to take part to the best of their ability
- Listen to, support and encourage children and contribute to their all round development.

- Promote fair play and sportsmanship
- Ensure all children participate with their parents/ guardians permission.
- Ensure registers where appropriate are up to date.
- Work within agreed policies, guidelines, remits and legal requirements and in particular adhere to WWAC Good Practice Guidelines and be aware of child protection procedures at all times.
- Carry out visual risk assessments before each session.
- Note any accidents or incidents in the appropriate manner and contact the Volunteer Coordinator immediately.
- Attend training, supervision and support sessions where agreed.
- Carry out tasks in a way which corresponds to the aims and values of WWAC.
- Speak to the Volunteer Co-ordinator if they have any concerns about any aspect of their placement.

Equal Opportunities

Statement of Policy

The project recognises that quality provision for children and young people within the community that meets and exceeds the expectations of those living within the community can only be fulfilled in a context which frees volunteers and those with whom they work from all forms of discrimination. WWAC is committed to equal opportunities.

13. Insurance

All volunteers are treated in the same manner as paid members of staff in terms of Public Liability and Employers Liability, whilst undertaking voluntary activities with WWAC and with the training they have received. Volunteers leading activities without direct supervision of the Volunteer Coordinator are required to conduct a visual risk assessment of the area where the activity is to be held.

Volunteers however are responsible for reporting themselves to the management on arrival at the WWAC location and should request instruction of any procedures that the management feels are relevant to their visit. These will include Emergency Action Plan for the facility. Possible causes of an emergency (e.g. Fire, chemicals etc.) Emergency detection and warning (eg alarms) Emergency evacuation procedures (e.g. routes, exits and meeting point) Availability and location of emergency equipment (e.g. fire extinguisher etc.)

14. Remuneration

At no time will volunteers be given payment for work undertaken at WWAC.

15. Time out and endings

'Time out'

Volunteers are supported if they are required to take time out of their voluntary duties for short breaks due to personal reasons or a change in circumstances. The Volunteer Coordinator however should be informed of this 'time out' period with as much notice as possible.

The volunteers can, if they wish, spend this time as a 'sleeper volunteer' and will continue to be sent appropriate programme information.

When a 'sleeper volunteer' wishes to become more actively involved again, they should meet the Volunteer Coordinator to gain an update of the programme developments and may also be required to participate in refresher training sessions. If the volunteer remains a 'sleeper volunteer' for longer than a three month period, a meeting should be held between the Volunteer Coordinator and the volunteers to establish if the volunteering opportunity should remain.

Endings and Evaluation

Any volunteer is free to terminate their volunteering agreement and end their role as a volunteer when they wish. The volunteer and the Volunteer Co-ordinator will reach a verbal agreement as to

when the placement will end. We will be happy to provide references for all volunteers where appropriate. A follow up letter will be sent to confirm the termination of the placement.

Upon completion of a placement, the Volunteer Co-ordinator will ask a volunteer to complete an evaluation form. This evaluation allows a volunteer to give some feedback about their experience and will assist WWAC in developing the volunteer experiences they offer.

16. Final Note

We hope that all the information in this handbook is helpful and easy to read. For information regarding a placement, please do not hesitate to contact WWAC Volunteer Co-ordinator.

WWAC acknowledges the unique contribution made by volunteers to the life of communities, services users and paid staff of the WWAC. We value the contribution a volunteer can make and hope that placements are enjoyed by all!

If you have any queries regarding this document please contact Pete Blaney at WWAC

Tel: 01482 668277

Email: info@wwac.org.uk

WWAC Volunteer Handbook Appendix 1

Volunteer Training and Support Form

Name:
Address:
Post Code:
Telephone:
Home:
Work:
E-mail:
Signature Date
Volunteer Training
Support Programme