

Main/Registered Office: Signposts, 58 Regent Road, Morecambe, LA3 1TE

Telephone : (01524) 419021

Fax : (01524) 411541

Community
Legal Service



Help Point



E-mail: signpostsmarc@signposts.org.uk

Website: www.signposts.org.uk

**“Working to Empower the Community”
in Lancashire and Cumbria**

Pamela Beswick - Chief Executive Officer

Guidelines for Volunteers

1. Commitment

Volunteers at Signposts are considered to be part of the professional team alongside the paid staff. The commitment and involvement required is the same as for a paid member of staff. Tasks will be clearly explained before being offered and volunteers have the right to refuse a task if they feel unable to achieve what is required and should expect no pressure to be placed on them by the agency to undertake work that they do not wish to do.

Before accepting a task, volunteers are expected to consider carefully the implications of the work and the commitment required to carry it out. Tasks should only be accepted if a volunteer is sure they can carry them out.

All volunteers will be managed by the Chief Executive and in her absence the appropriate worker. The Chief Executive, Project Coordinator, Strategic Worker or line manager will allocate day-to-day tasks and duties.

If a volunteer finds they are not happy in their work they should discuss this with their line manager. If it is felt that they are not suited to a particular task then they are entitled to be told why.

In order for Signposts to run smoothly and effectively volunteers are expected to keep to agreed times of working and to give as much notice as possible of absences.

2. Equal Opportunities and Policies

All volunteers should familiarise themselves with the Induction Pack which sets out the policies and working practice of Signposts. Volunteers are expected to comply with the policies of the project and should be aware of their existence.

3. Expenses

Volunteers are entitled to claim travelling expenses. The Travel Policy is outlined on the reverse of the Expenses Claim Form. Out of pocket expenses will also be paid in agreement with the Chief Executive. This includes childcare expenses. Claim forms can be obtained from your base and the Signposts Website and should be completed monthly.

Charity Registration Number: 1117645
Member of AdviceUK (previously FIAC)

Company Limited by Guarantee: 5990592
Registered in England and Wales



North Lancashire
Teaching Primary Care Trust



INVESTOR IN PEOPLE

Additional major funding from Preston City Council, the FC Scott Charitable Trust and Tudor Trust

4. Support and Supervision

All volunteers have the right to regular support and supervision which will consist of the day - to - day help and quarterly formal supervision sessions with their nominated supervisor. Supervision should focus on the task being carried out, in order to monitor and to enable you to carry out the work to the best of your ability. It should also be a time for volunteers to express views and opinions on the work and to offer ideas on future developments. Volunteers are expected to take full advantage of whatever support is provided.

5. Training

All volunteers should be inducted into the work of Signposts and to the specific tasks they will be expected to perform. Regular training events will be offered and volunteers will have the opportunity to identify training courses run by other agencies that they might wish to attend. Volunteers should feel able to make suggestions about the type of training they feel they need to assist them in their work.

6. Health and Safety

Signposts has a legal duty to provide you with a healthy and safe working environment. Volunteers should acquaint themselves with the safety features of Signposts and note that all accidents must be recorded in the Accident Book. You will be informed of its location.

7. Insurance for Volunteers

Signposts has a blanket insurance policy covering all volunteers if they are injured accidentally or assaulted while working. Ask the Chief Executive for details. However if a volunteer uses their car for work, they must arrange their own insurance to cover this. Premiums are unlikely to be affected by this.

8. Responsibility for Work

The ultimate responsibility for the work of the volunteers lies with Signposts. You should clarify with your line manager the boundaries and expectations of your role as a volunteer. If there is ever any doubt always consult the Chief Executive for clarification.

9. Screening

Because Signposts is dealing with members of the public often in highly sensitive areas all volunteers, whether directly or indirectly, working with people will be screened by two references and an Enhanced CRB disclosure check which will include checks against the Children's Act Register and Protection of Vulnerable Adults List. This check is at no cost to the volunteer. Certain criminal convictions will not disqualify volunteers from working at Signposts. If in doubt please ask. As this is a requirement of volunteering, should you fail to comply with the process this will mean that you will not be able to continue as a volunteer at Signposts.

10. Notice to Quit

One week's notice is required on both sides should either party wish to terminate the work. The volunteer is entitled to be informed if they are considered to be unsuitable and they will have been informed of concerns in support and supervision sessions.

11. Progression

Should you gain paid employment within Signposts your voluntary commitments will be reviewed regularly.

Pamela Beswick
Chief Executive

April 1994
Revised July 2001
Revised August 2003
Revised September 2005
Revised October 2006