

Retail Volunteer Induction Handbook

Volunteers name: _____

Date issued: _____



**Believe in
children**



Barnardo's

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Welcome!

Thank you...

so much for supporting us by giving us your time and skills to help in our work. Barnardo's vision is that the lives of all children and young people should be free from poverty, abuse and discrimination. We are delighted that you want to be a part of that.

Welcome to your volunteering role with Barnardo's. We hope that you will really enjoy and benefit from your time with us.

This handbook aims to provide you with the basic information you will need during your time as a volunteer. It contains information about Barnardo's, our policies and procedures, and your role. Because we have so many different volunteering roles, it cannot include all the information you may need. So many of the topics, as well as additional local information, will be covered in more detail during your induction training.

If you have any questions about the contents of this handbook as you work through it, please do not hesitate to discuss these with your supervisor.

Javed Khan,
Barnardo's Chief Executive

The structure of your volunteer induction can be seen below:

1. Introduction
2. About Barnardo's
3. Volunteering for Barnardo's
4. Volunteering Policies and Procedures
5. Learning and Development

Your manager will support you in working through your induction and advise you on which aspects are relevant to your role.



Why we believe in induction

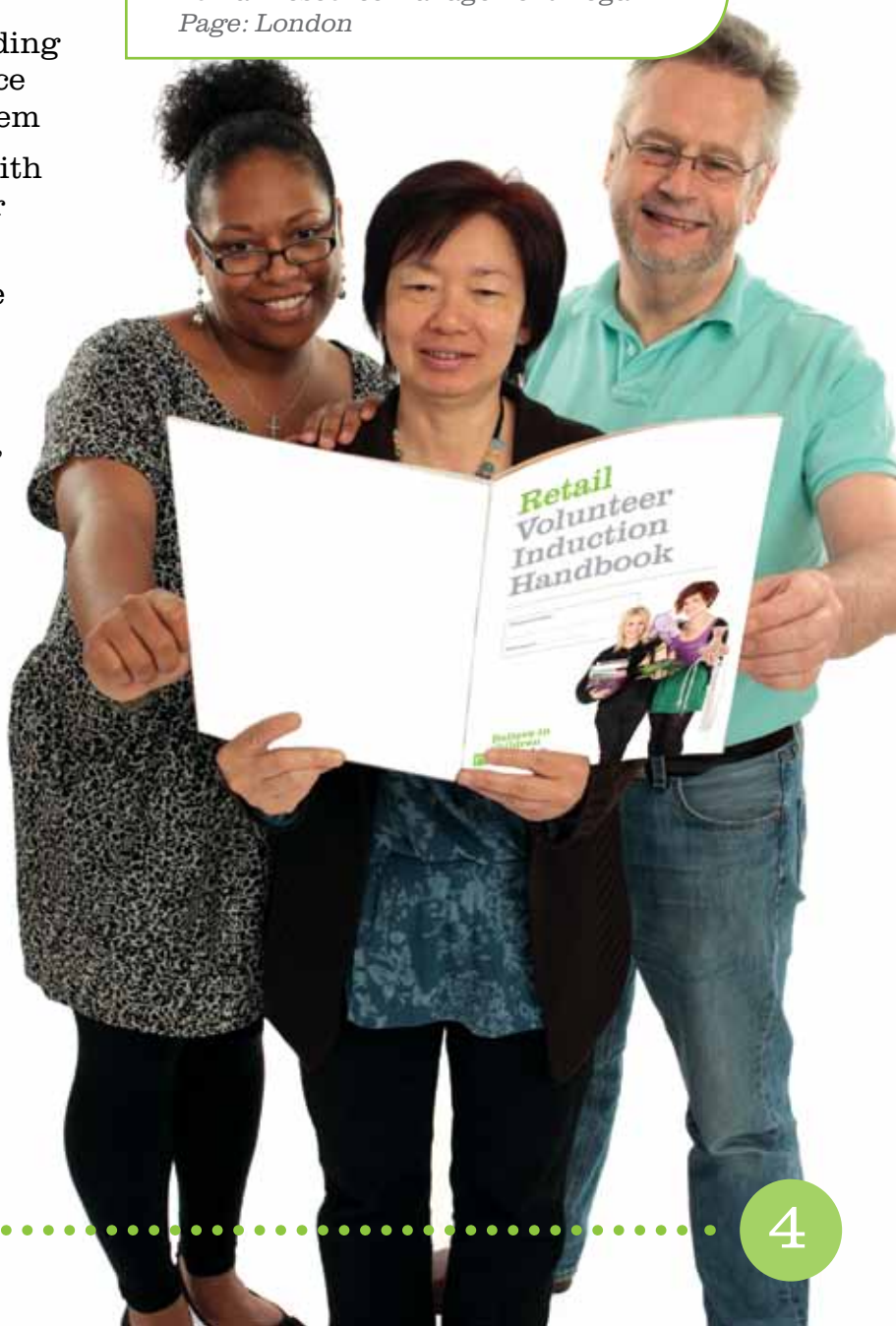
Research shows that new starters who receive a good induction into an organisation benefit in a number of ways:

- they are more at ease with starting a new role
- they have an increased interest and buy in to the vision and purpose of the organisation
- they have a better understanding of the standard of performance and behaviour expected of them
- they are more likely to stay with the organisation during their first year of service
- they become productive more quickly once in their role.

We believe that, whether you volunteer directly with children, in a retail environment or in a supporting role, the better your induction, the sooner and more effectively you can start delivering or supporting better outcomes for children and young people.

'Induction is the process of receiving and welcoming new starters when they first join a company and giving them the basic information they need to settle down quickly and happily and start work.'

Armstrong, M (2009) Handbook of human resource management Kogan Page: London



Barnardo's and volunteering: policy statement

Volunteers bring a diversity of skills, experience, community knowledge, service opportunities and funds to Barnardo's. Volunteers increase public understanding of our work and challenge our thinking about the organisation. Volunteers themselves gain experience which enhances training and work opportunities, develops potential, increases self-reliance and underpins a sense of worth.

Volunteers perform essential, supportive and complementary tasks to those undertaken by paid employers. Their role is an enriching one.

Volunteers share our concern and understanding. Barnardo's values volunteering because everybody – the users of our projects, staff and volunteers – benefit.

About Your Induction Learning Plan

Your manager should have provided you with an Induction Learning Plan.

Your induction learning plan is a useful tool for you and your manager to ensure that you have covered everything that will help you settle into Barnardo's.

You can tick off your induction learning as you progress through your induction. Content can be found within this handbook and any supporting documents as supplied by your manager. It is important to keep your induction learning plan up to date throughout your induction period.

Speak with your line manager if you are unsure how to work through your plan or what content you are required to undertake.

About Your Volunteer Contact List

Your manager will give you a Volunteer Contact List which you can use to note down any relevant contacts that your line manager or colleagues tell you about as well as some key information about your team, service or shop. It is best to complete this as soon as possible after beginning your role at Barnardo's as it will be an extremely useful resource to refer back to in the future.

About Barnardo's

Our volunteering history

Barnardo's has always been fortunate enough to benefit from the help of others.

Dr Barnardo sought support for his work from those who were able to give time, money or resources. Through his publication 'Night and Day', he appealed for clothing, darning wool, horses to pull supply vans, and people to write letters of support. He urged people who did not have full purses to remember that 'money's worth is worth more than money' (Night and Day, February 1892).

He formed the Young Helpers League, with young people from around the world organised into fundraising and support groups. By 1892, there were some 12,500 young helpers. There were also many who had reached the age of 18 years and so no longer qualified, but wished to continue to be affiliated to the work. Other adult correspondents also wanted to know how they could be a part of the work, so Dr Barnardo formed the Voluntary Association of Adult Helpers – the start of a volunteer force that has grown over the decades.

Voluntary roles have broadened enormously – we have volunteers in every part of the organisation – working directly with children and young people, in our shops or offices, or raising vital funds – and we continue to be a more fruitful, more influential and more diverse

organisation because of your contribution.

Thomas Barnardo was keen that the contribution of his volunteers be valued, varied and entirely voluntary. In 1892 he *wrote*:

'No adult reader of these pages need be deterred from joining the Voluntary Association of Adult helpers by the thought that we shall make too great a demand upon the time or energy of the Associates. As a matter of fact, no one will be asked to do anything beyond that which time, power, influence, means and opportunity will enable him or her to offer. Our idea will be to ascertain exactly in what direction and to what extent each voluntary associate is able and willing to co-operate, and to avail ourselves as opportunity arises of what cannot but prove an immense reserve fund of power and readiness to help.'

We echo those sentiments today.



Barnardo's today

Today, as one of the UK's leading children's charities, we work directly with approximately 190,000 children, young people and their families every year. We run over 800 vital projects in communities across the UK. Whatever the issue, from drug misuse to disability; youth crime to mental health; sexual abuse to domestic violence; poverty to homelessness; Barnardo's believes we can bring out the best in every child. We use the knowledge gained from our direct work with children to campaign for better childcare policy and to champion the rights of every child. With the right help, committed support and a little belief, even the most vulnerable children can turn their lives around.

Our services include:

- family centres and play schemes for children in poverty
- counselling for children who have been abused and who self-harm
- help for young people who are being sexually exploited
- day and residential schools for those assessed for statements of special education – for behavioural, emotional and social difficulties
- support for young carers
- fostering and adoption services
- care and community projects for disabled children and for life-limited children
- vocational training for young people
- practical help for young people leaving care
- befrienders for women and children who have been subjected to domestic violence
- parenting courses
- support to families in temporary accommodation
- supported housing for young, single homeless people
- work with young offenders and children who have displayed sexually harmful behaviour.



What we believe

Barnardo's believe in the potential of every child and young person, no matter who they are, what they have done or what they have been through.

Barnardo's believes in children regardless of their circumstances, gender, race, disability or behaviour.

We believe in the abused, the vulnerable, the forgotten and the neglected. We will support them, stand up for them and bring out the best in each and every child. We do this because we believe that every child deserves the best start in life and the chance to fulfil their potential.

Barnardo's is regulated by the Charity Commission. Being a registered charity means that we must always be accountable and transparent.



Basis and values

At Barnardo's, everything we do – whether in the home, school or local community – is influenced by a set of principles and values, which are as important to us today as they were when Barnardo's was founded in 1867.

Basis

Barnardo's derives its inspiration and values from the Christian faith. Today we work in a multi-cultural society, but we are proud of the Christian values and beliefs upon which we were founded. These values, enriched and shared by many people of other faiths and beliefs, provide the basis of our work with children and young people, their families and communities. We value the contribution of everyone who works with Barnardo's – whether directly with children, young people and their families, or in areas such as fundraising, retail, administration and support services.



Values

- **Respecting the unique worth of every person** – we believe that every person is different but equal, and that everyone's unique talent should be recognised and encouraged.
- **Encouraging people to fulfil their potential** – we all need encouragement at some time in life. Barnardo's aims to create opportunities for people to make the most of their abilities.
- **Working with hope** – our hope for a better future for all children is the source of much of our inspiration.
- **Exercising responsible stewardship** – the commitment of all our staff and volunteers to making the best use of all our resources enables us to help children, young people and their families to overcome severe disadvantage.

Promoting Equality/ Valuing Diversity

Barnardo's is committed to providing equality of opportunity for the children, young people, families and carers with whom we work. We value and respect their diversity.

Barnardo's welcomes difference in its staff and volunteers. In accordance with its Basis and Values, Barnardo's is working to create equal access to opportunities for paid employment and voluntary involvement while continuing to base selection and promotion solely on ability to meet the requirements of the post. This is irrespective of race, colour, ethnic or national origins, religion, disability, gender, sexuality, age, marital status, responsibility for dependants, economic status or political values.

Barnardo's is committed to taking active steps to address and eliminate unfair or unlawful discrimination or prejudice where these are identified in the organisation's procedures or practices.

What we do

Whatever the issue from drug misuse to disability; youth crime to mental health; sexual abuse to domestic violence; poverty to homelessness; Barnardo's believes we can bring out the best in every child. We run around 800 projects across the UK, spread over the four nations: England, Scotland, Wales and

Northern Ireland. Projects based in England span six regions: the South West, London East and South East, Midlands, Yorkshire, North East and North West. Ask your manager about the services and shops in your area.

Barnardo's sponsors

Barnardo's corporate team has a proven track record of excellent sponsorship partnerships. These are based on meeting business objectives, developing close relationships and creating innovative ideas. We have already helped many organisations meet corporate social responsibility objectives whilst engaging their staff and ensuring stakeholders are equally motivated. Some of Barnardo's Corporate Sponsors include: Orange™, The Royal Bank of Scotland Group, Clinton Cards, Mitchells & Butlers, Charmin and Jessops.



Volunteering for Barnardo's

Volunteering roles

Volunteers are involved in many areas of Barnardo's work, and undertake a huge variety of tasks – for example one-to-one befriending, sorting the books and DVD's in a shop, helping with fundraising activities and doing research.

Because we firmly believe that volunteering is a two-way process – that volunteers should benefit from their volunteering as well as giving their time, energy and skills – we try to make our roles interesting and varied.

We also feel that volunteers like to know what is expected of them, and to be clear about what they should and shouldn't do. Therefore, we have a

written volunteering 'role description' for every type of volunteering opportunity that we offer. You will have been given a copy of your role description, and may wish to keep it with your handbook and other information about your volunteering.

As time goes on, you or the team you volunteer with may have ideas about how your role could be further developed or you may feel ready to take on more volunteering than when you first joined us. If so, please discuss possibilities with your manager.



Volunteer arrangements

It is helpful to both yourself and your manager if certain details about your volunteering are agreed at the outset. You may therefore be asked to sign a Volunteer Arrangement when you begin your volunteering role with us.

This arrangement is a two-way process: It outlines not only what you are agreeing to do as a volunteer, but also what you can hope to receive from Barnardo's. As a volunteer you will have certain rights or things that you can reasonably expect from Barnardo's. For example, you should receive appropriate training and support throughout your role and know who to turn to with problems or difficulties. Similarly, as a volunteer for Barnardo's you also have certain responsibilities, or things that Barnardo's can reasonably expect from you. For instance, we would expect that you abide by Barnardo's internal policies that are relevant to your role and our volunteer code of conduct, which can be found on the next page.

Please note, this arrangement is made in honour only and does not constitute a legally binding contract, simply a record confirming the understanding of issues discussed between you and your manager.



Code of conduct

A code of conduct is basically a commonsense list of guidelines about how you are expected to carry out your duties as a volunteer. Its purpose is to ensure safety and encourage good practice.

This code of conduct is fairly general because it applies to all volunteers. Your local project may add to it to cover practice or activities that are specific to your location.



Volunteer code of conduct

We ask all volunteers:

- to carry out your volunteering to the best of your ability and in a way that corresponds to Barnardo's aims and values
- to behave in a way that represents Barnardo's in a good light
- to recognise that your role as a volunteer places you in a position of trust, and undertake to uphold that trust
- to be a good role model, for example avoiding use of bad language, innuendos, poor practice, etc
- not to smoke, drink alcohol or use illegal drugs whilst volunteering, or prior to volunteering
- to know and respect our policies and procedures
- to give enthusiastic constructive feedback rather than negative criticism
- to be reliable and punctual. If unable to attend, to phone to say so, giving as much notice as possible
- to observe health and safety measures, to help provide a safe environment to consider the care and welfare of children and young people a priority

- not to enter into sexual or inappropriate relationships with service users
- not to invite children, young people or service users to your homes
- to accept responsibility for your actions
- to keep confidentiality
- not to use your position as a volunteer to further your own financial interests
- to help to create and maintain an environment that is free of fear, prejudice and harassment
- to treat people equally and with respect, being fair, honest and considerate
- not to be physically or verbally offensive
- to develop/maintain appropriate working relationships, based on mutual trust and respect, and helping to resolve any problems or difficulties
- to recognise that, whether working alone or not, your volunteering role is always part of a team effort to achieve certain goals, and to be prepared to work within the guidelines given to attain these.



Volunteering while getting benefits

Many people are concerned that volunteering might affect their benefits. This is not usually the case, but if you have any concerns, please talk to us and we will help you find out the information you need to be sure. The Department for Work and Pensions has produced a booklet called A Guide to Volunteering While Getting Benefits which is also very helpful.

If you are receiving Jobseeker's Allowance, Income Support or Incapacity Benefit, you should talk to your Benefits Advisor when you start volunteering. They may ask you questions about your volunteering role – who it's for, what you will be doing and how it might help you get paid work. Your manager will support you and give you the information you need to answer any questions.

You can volunteer for as many hours as you want to whilst on benefits – the '16 hour' rule no longer applies.

Barnardo's understands that volunteers in receipt of Jobseeker's Allowance must be able to attend an interview within 48 hours of being asked, and start work within a week of being offered a job. We will enable and support you to do this.

Absence and leaving

Absence

If you are unable to attend any volunteering session with Barnardo's, it is important to inform your manager as soon as possible. If they are not available, please inform the member of your branch team.

Leaving

When you decide to cease volunteering with us, we would ask that you give your manager as much notice as possible. You will be asked to complete an exit questionnaire. This will help us to understand your experiences and your reasons for leaving and will therefore help us to improve our volunteering programme for the future. You can give the completed questionnaire to your manager or, if you prefer, you may send it to your local Volunteering Advisor (see your volunteer contact list).



Volunteering policies and procedures

Insurance

The following information gives a summary of Barnardo's insurance cover for volunteers.

Personal accident insurance

Barnardo's Personal Accident policy provides cover for volunteers if an injury is sustained during the course of their volunteering. All approved volunteers between the ages of 10 and 80 years undertaking duties on behalf of Barnardo's and under the general direction and control of Barnardo's staff are covered.

Please note however, that accidents which occur whilst you are travelling to or from your place of volunteering are not covered by Barnardo's policy.

Public liability insurance

Barnardo's has insurance cover to protect itself against legal liability for bodily injury or damage, caused by volunteers to third parties or their property or to volunteers through the actions of Barnardo's. This policy should respond to any claim that arises in the circumstances outlined above. As with all liability policies, negligence would have to be proven.

Before a volunteer commences their role the responsible manager must ensure that a risk assessment is carried out.

You can continue to volunteer past the age of 75, but the following monitoring process must be

strictly adhered to, to ensure that you are still fit for the voluntary work you undertake:

- a full risk assessment of all duties that you are performing is carried out at least annually or following any change in circumstances
- you must provide Barnardo's with a statement (signed by yourself) confirming that you have been to see a GP and are fit to continue to volunteer. Again, this must be done at least annually or following any change in circumstances.

Personal effects and clothing

Volunteers' personal effects are only insured against fire damage and not against loss or theft. For this reason you are advised not to bring valuables or large amounts of money with you when volunteering.

Motor insurance

If you will be using your own vehicle in the course of your volunteering, you must notify your own motor insurance company or broker of the exact use, and ensure that you have the appropriate level of business insurance cover for that purpose. (A standard letter to insurance companies is available – please ask your manager for a copy). Please ensure that your manager sees the confirmation of insurance cover before you commence driving for Barnardo's. Your manager will also need to see your driver's license including the counterpart and (if applicable) an MOT certificate.



Naturally, Barnardo's is concerned that all those who drive on Barnardo's business are legally compliant and do so in a responsible fashion. Volunteers should also make a declaration to their manager that they will comply with motoring laws and regulations as further outlined in the volunteer policy section VP.10.5 motor insurance.

If you have any questions or concerns regarding how Barnardo's insurance policies relate to you, please contact your volunteering advisor.

Confidentiality

It is likely that, during the time you are volunteering with Barnardo's, you will become aware of information that is confidential to the organisation, other volunteers or staff in your service. You will also have given personal information about yourself to Barnardo's.

As a volunteer for Barnardo's, you are in a position of trust. Therefore, any information that is provided to you in confidence should be treated



as such and kept within Barnardo's. This may be information about the organisation or about the fundraising work you are involved with. The only time that this does not apply is if you have reason to believe that a child is in danger (see Safeguarding above, p25) or you are concerned about something (see Whistle-blowing on page 29 of this workbook).

Confidentiality about volunteers

Any information you give to Barnardo's about yourself will be treated confidentially and not passed on to other organisations unless you ask us to or say we can. This includes the details entered onto our electronic database.

Agreement

As a record that the reasons for confidentiality have been discussed with you, Barnardo's confidentiality agreement forms part of your volunteering arrangement with us. Your manager will ensure that you have read and understood this and its implications for you as a Barnardo's volunteer.

Open access to records

Barnardo's operates an open access to records policy. This means that all volunteers, service users and paid staff have a right to see all records held about them, except if the information is given by people who do not give Barnardo's permission to share

it. (Such information is kept in a separate file).

To view these records a written request will have to be made to your manager. Arrangements will then be made to view these records at a time convenient to both you and your manager.

Computer held records

We hold information about our volunteers on a computerised database (VRMS). This holds only personal details, for example, your name, address, date of birth.

As explained on your registration form, this information is stored in accordance with the Data Protection Act, and will not be passed on to any one else without your consent.

Whistle-blowing

Raising a concern in 'good faith' is a responsible and appropriate thing to do even if the concern turns out to be a misunderstanding. If you become concerned about something that is happening in Barnardo's (or isn't happening that should be) we encourage you to raise that concern. Barnardo's recognises that raising a concern may be difficult or daunting, and therefore will ensure that you are given support and advice around this.

As a first step, you should raise your concerns with your manager/main Barnardo's contact, either by talking or writing to them. If you feel unable



to approach this person, or that they are the wrong person to approach in the circumstances, you can raise your concern with someone in Barnardo's that you trust, or with your local volunteering advisor.

The person who receives the concern will write to you within five working days to let you know whether any initial enquiries have been made and how the matter will be investigated. They will also advise you of who will support you and how.

As far as is possible, concerns will be treated confidentially and your identity will be protected if you so request. If this is not possible, you will be contacted to discuss why and to arrange advice and support around this.

Compliments and complaints

Compliments

All of us like to hear when someone thinks we have done a good job. We want to be able to build on our successes as well as learn from our mistakes. In the same way we aim to seek your views on how you think Barnardo's is doing. We appreciate hearing about what aspects of your volunteering you value as well as where you think there may be room for improvement. The most effective way of doing this is to raise it with your manager.

Complaints

If you are concerned about any aspect of your treatment whilst working as a volunteer with Barnardo's you can make a complaint.

Making a complaint

Tell someone what you think is wrong.

You can do this in a number of ways:

- contact your manager
- contact your local volunteering advisor

They will discuss with you and listen to what you want to say. They will try to resolve your complaint but if unable to do so or you are unhappy with the outcome, then it will be referred on to a more senior member of staff. Barnardo's aims to treat you fairly and to take what you say seriously. Complaints will be dealt with as quickly as possible, and you should be kept informed of what is happening throughout the investigation process.



Complaints are investigated via a two-stage process:

Stage one

Local resolution i.e. the complaint is resolved locally by staff and their managers.

Stage two

If it is not suitable or you do not feel comfortable approaching your line manager directly a complaint can be made in writing to your Volunteering Advisor. Who will investigate your complaint and will inform you of the outcome.

If you are the subject of a complaint

In the event of a complaint being received against a volunteer there is a standard procedure that will be followed however this will vary depending on the severity and nature of the complaint.

You will be informed throughout the process and given the opportunity to voice your version of events.

If the situation is not able to be resolved however, or the nature of the complaint is serious enough, your manager may have to consider your future with the store.



Learning and Development

Safeguarding

Everyone has a responsibility to ensure the safety of children and young people in all circumstances.

Barnardo's safeguarding policy applies to volunteers as well as to paid staff. Whether their role is in children's services or not, all volunteers have a responsibility in this area.

Barnardo's Safeguarding Code of Conduct

At Barnardo's we believe that all volunteers and staff share responsibility for safeguarding and promoting the welfare of children,



young people and vulnerable adults. As such, Barnardo's Safeguarding Code of Conduct forms part of your volunteer arrangement with us.

Your supervisor should provide you with a copy of the Safeguarding Code of Conduct with your volunteer arrangement form. They should ensure that you have read and understood this and its implications for you as a Barnardo's volunteer.

Barnardo's Safeguarding Leaflet

Barnardo's Safeguarding Leaflet is designed to provide volunteers with a basic understanding of Barnardo's safeguarding policy and what you should do if you have a concern about the safety of a child or young person. You should have been provided with a copy of this to sign and retain for your information.

Health and Safety

Both you and Barnardo's have a legal requirement to ensure that you are safe at work. Barnardo's recognises its duty of care to volunteers as well as to paid staff, carers and service users. This includes ensuring procedures are in place to minimise any risk to your health, safety or welfare.

Your volunteering role and activities will have been risk assessed to ensure that any risks have been minimised. However, you also have a part to play. As

a volunteer, you have a personal responsibility to be aware of health and safety issues, to identify and report any potential hazards and to follow safety procedures.

Your manager should take you through the First Day Health, Safety and Welfare Induction Checklist during your first contact session with them.

Barnardo's smoking policy

In line with Barnardo's smoking policy smoking is not permitted on Barnardo's premises. If you do smoke, you need to speak to your manager about how to manage smoking conduct.

Retail Health and Safety Video

All retail volunteers need to watch Barnardo's retail health and safety video. This can be viewed on the induction website.

Equality and diversity

Barnardo's is committed to providing equality of opportunity for the children, young people, families and carers with whom we work. We value and respect their diversity.

Barnardo's welcomes difference in its staff and volunteers. In accordance with our Basis and Values, Barnardo's is working to create equal access to opportunities for paid employment and voluntary involvement while continuing to base selection and promotion solely on ability to meet

the requirements of the post. This is irrespective of race, colour, ethnic or national origins, religion, disability, gender, sexual orientation, age, marital status, irrelevant offending background, responsibility for dependents, economic status or political values.

Barnardo's is committed to taking active steps to address and eliminate unfair or unlawful discrimination or prejudice where these are identified in the organisation's procedures or practices.

Everyone is affected by Barnardo's Promoting Equality/Valuing Diversity Policy. In particular we are committed to preventing unfair and unlawful discrimination on the grounds of:

Age: You will be treated equally – regardless of your age – in accordance with legislation and Barnardo's policies.

Carers: We will not discriminate against you because you have responsibility for children or other caring responsibilities for dependants.

Disability: We positively welcome applications from disabled people.

Gender: You will be treated equally irrespective of your gender.

Gender Reassignment: If you are going through (or have been through) the gender re-assignment process, you will not be discriminated against.



Marital status: You will be treated equally whether you are married, single, widowed, divorced, separated or if you are cohabiting.

Race: You will be treated equally whatever your race, colour, ethnic or national origin.

Religion/Faith: We welcome people of all faiths or philosophies – including no faith – who want to make a contribution to this association which derives its inspiration and values from the Christian faith.

Sexual orientation: You will be treated equally irrespective of your sexual orientation.

HIV Status: We will not discriminate against you if you are HIV positive or have AIDS.

You will be treated in line with this policy; anything that does not relate to your ability to perform a role will be disregarded. This applies during recruitment, whilst volunteering and if you decide to apply for a staff post, you will be assessed on merit and ability.

Your manager will provide you with a copy of Barnardo's Equality and Diversity Code of Conduct with your volunteer arrangement form. They should ensure that you have read and understood this and its implications for you as a Barnardo's volunteer.

Data protection

Data protection awareness is a legal requirement for anyone dealing with data in the UK, for example customer information relating to gift aid.

If this is part of your volunteering role, you will need to read Barnardo's data protection user guide, prior to handling any personal data within your role.



**Believe in
children**



Barnardo's

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Barnardo's Registered Charity
Nos. 216250 and SC037605