

**Volunteer**

**Handbook**

Registered Office: Lincoln City FC Sport & Education Trust, Sincil Bank Stadium, Lincoln LN5 8LD

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**About Lincoln City Foundation**

Lincoln City Foundation (also referred to in this document as the Foundation) is a registered charity that aims to inspire, empower, and help individuals and communities to improve their physical, social, and mental wellbeing.

**Education:** we provide higher education programmes such as BTEC and Degree programmes that offer students high quality football coaching alongside a successful education programme. We also provide a range of quality physical education provision, supported by several formal national qualifications, all within the framework of the National Curriculum. Our work includes delivering curriculum-time PPA support, school workshops on a range of focussed social topics, and leadership awards and qualifications.

**Health and Wellbeing:** we provide school workshops on healthy living and the importance of exercise and combat social inequalities and promote cultural diversity and run sports-based sessions for different community groups to help build a more inclusive community. We provide inclusive sessions, supporting anybody to participate, develop and compete as individuals or as teams and to improve life skills and quality of life. Such sessions include Extra time hubs, team talks, Walking football, Female Walking football and Walking Cricket.

**Football development:** we provide sessions that cover all ages, all abilities and include a Girls Academy and Elite section providing a clear pathway for players from the age of 3 to post Education and Para football.

**Children clubs:** we provide a number of sports based clubs that encourage children to get involved with physical activity. Such clubs include After School Clubs, Holiday Clubs, evening coaching centres, and match day activities.

**Volunteer Statement**

The Foundation welcomes and encourages the involvement of volunteers in the provision and delivery of its services. We believe that everyone has something to offer regardless of beliefs, background and individual circumstances.

* Volunteers are not a substitute for paid staff. They play a valuable role in assisting the delivery of services to people in need and offer a legitimate and complementary resource to that of paid staff.
* Volunteers are recognised as having a significant contribution to make by increasing the range of experience that service users have access to.
* In recognition of their contribution it is essential that volunteers are adequately resourced in terms of supervision, training, support and finance.

**Why we involve volunteers?**

The foundation upon which our organisation operates is that we are providing a service to our community and that through creating sporting and social opportunities we are helping to improve lives. Volunteers are part of the community we are trying to serve and so we welcome their involvement and contributions. We recognise that everyone is unique with different outlooks and qualities which we believe can only further improve the service we provide.

**Volunteering Positions**

We can offer volunteering roles within the five key areas outlined above, which could include activities such as planning and organising sessions, assisting in delivery, and various administrative duties.

**Volunteer Policy**

The Foundation has a clear volunteer policy outlining the role of volunteers within our organisation including their rights and responsibilities. For more details please refer to the volunteer policy.

**Recruitment Policy**

In order to recruit volunteers we will advertise available positions through Lincoln Volunteer Centre. Upon receiving an application we will contact the volunteer to arrange an induction. During this process we will collect the volunteer’s details, including references, and discuss the volunteering role applied for.

Not all volunteers will need a Disclosure & Barring Service (DBS)check but where they have significant and regular contact with children and/or vulnerable people in the course of their normal activities, the Foundation Manager will undertake the same DBS checks as they would when engaging paid staff. Having a criminal record may not bar an individual from being recruited, but may affect the type of volunteering role that they undertake.

If the volunteer is suitable and happy to proceed, a volunteer agreement will be signed by both the individual and the Foundation, and a volunteer activity description issued to the individual. A four week trial period will then commence. For roles requiring an Enhanced DBS check the four week trial period will commence upon receiving a copy of this. If the volunteer is not happy to proceed or is unsuitable, feedback will be given to that individual.

**Health and Safety Policy**

It is the Foundation’s policy to ensure that every reasonable step is taken to prevent injury to personnel, damage to property and to protect individuals from possible hazards at work. This includes service users as and when they are engaged in Foundation activities.

It is the responsibility of all volunteers to make themselves aware of the Health and Safety Policy. All volunteers have a duty of care in respect of their own health and safety as well as that of other volunteers, employees, customers and members of the public.

* You must adhere to the general health and safety rules and procedures.
* Smoking is not permitted anywhere within the building.
* You have a duty to report to your Project Leader any hazard in the workplace.
* If protective clothing is provided, it should be worn in the appropriate circumstances.

**Fire Safety**

You must familiarise yourself with the emergency plans and procedures and “fire instructions” displayed throughout the Foundation premises and of any other premises you may be volunteering in. If you do not understand these please ask your Project Leader.

**First Aid**

During normal working hours first aid treatment is available on the premises. If an injury occurs at your volunteer placement it must be recorded in the accident book.

**Violence and Harassment Policy**

As a volunteer, it is important that you are aware of your role in the detection and prevention of abuse. Abuse can take many forms which can include: verbal abuse, emotional abuse, physical abuse, sexual abuse, financial abuse and institutional abuse. Any incident of any form of abuse should be reported to a member of staff.

**Equal Opportunities / Diversity Policy**

The Foundation is committed to equal opportunities and seeks to recruit and retain volunteers from all sectors of the community.

The Foundation will not tolerate the less favourable treatment of anyone on the grounds of their gender, age, race, colour, nationality, ethnic or national origin, disability, marital status, sexual orientation, responsibility for dependents, trade union or political activities, religious or other beliefs, or any other reason which cannot be shown to be justified. This policy is subject to the requirements and legislative framework as outlined in the Equality Act 2010.

Those who confide in the staff and volunteers of the Foundation should feel assured that their confidentiality will be respected at all times, with the exception being if you believe anyone to be at risk of harm. If this is the case, a member of staff must be informed immediately.

**Code of Conduct**

a) In terms of day to day business, our clients can be regarded as:

* The general public
* Funding bodies
* Community groups and private individuals
* Voluntary organisations

b) In all cases, we endeavour to ensure 100% satisfaction by offering

* Professional demeanour
* Positive attitude and ‘can do’ response
* Speedy and efficient service
* Unfailing courtesy – remembering that our many partners and funding bodies in effect pay our salaries

All Foundation volunteers are expected at all times to uphold the good image of the organisation, its members, staff and standing in the community, to act as a good ambassador and to do nothing to undermine the organisation’s credibility or reputation in any way.

Volunteers are asked to remember that, as volunteers of an organisation in the voluntary sector, they need to be particularly sensitive to the needs of the voluntary sector.

* At all times during your volunteering, the needs of the organisation are paramount and you should ensure that, at all times, your efforts and energies are concentrated on achieving this objective.
* We will not tolerate rude and insulting behaviour or foul or objectionable language to fellow volunteers, employees, clients or members of the public.
* You are not, either during or following your period of volunteering, permitted to disclose confidential information relating to the organisation without our prior written consent.
* You are expected to comply with any reasonable request or instruction given to you by an authorised person.
* Under no circumstances, should you present yourself for volunteering whilst under the influence of intoxicants. Any attempt to work whilst in such a condition will be regarded as a serious breach of the rules.
* The Foundation has a duty to protect its staff and volunteers and we expect you to operate with regard to the safety of yourself and others at all times.

**Social Media**

Volunteers are not permitted to access social media websites or to keep a blog using the Foundation’s IT systems and equipment at any time. This includes laptop and hand-held computers or devices distributed by the Foundation for work purposes. Where volunteers have their own computers or devices, including hand-held devices, they must limit their use of social media on this equipment to outside their normal working hours (for example, during lunch breaks).

The Foundation recognises that many volunteers make use of social media in a personal capacity outside the workplace and outside normal working hours. While they are not acting on behalf of the Foundation in these circumstances, volunteers must be aware that they can still cause damage to the Foundation if they are recognised online as being representatives of the Foundation. Therefore, it is important that the Foundation has strict social media rules in place to protect its position.

**Confidential Reporting (Whistle blowing)**

This is the Foundation’s policy on the conduct expected of staff, volunteers and Trustees who believe that misconduct has occurred in the running of the Foundation’s affairs, and of the conduct expected of staff, volunteers and Trustees towards people who report suspected misconduct.

Misconduct includes fraud, corruption and failure to act in accordance with the Foundation’s policies or accepted standards of good conduct in any matter that concerns the Foundation.

Staff, volunteers and Trustees who have reasonable grounds to suspect misconduct should, if they are not in a position to deal with the matter themselves, report it to their Project Leader or the Foundation Manager.

The Foundation will provide appropriate support and direct them to relevant external professional services where necessary.

**Professional Boundaries**

Although your role within the Foundation is not that of a paid employee, you still have a responsibility to maintain a professional attitude and adhere to clear boundaries. This will ensure that your voluntary role is not jeopardised in any way.

1. Be clear with the person you are working with that you are not a casual friend, you have an agreed role within the project you are placed with.
2. Be clear about what your role is.
3. Do not divulge private or personal facts about yourself.
4. Do not give your home address or phone number to service users (only designated people should have this information).
5. Do not take service users to your home or those of family or friends.
6. Do not give or receive money or gifts from service users.
7. Discuss all requests for any of the above with your Project Leader.

**Confidentiality**

You must not disclose any information of a confidential nature relating to the Foundation or their business or relating to any third party to whom the Foundation owes an obligation of confidence, except in the proper course of your volunteering or as required by law.

You must not remove any documents or tangible items which belong to the Foundation or which contain any confidential information from the Foundation premises at any time, without proper advance authorisation.

**Challenging Behaviour**

Violence or challenging behaviour includes a whole range of hostile behaviour from verbal insults through to physical violence. Your responsibility is to deal with any arising situations by following the procedures agreed with your project leader and ensuring you make a staff member aware of any such events at the earliest opportunity.

**Prevention – The Foundation’s Responsibility to Volunteers**

It is the Foundation’s responsibility to ensure that volunteers are not put at unacceptable risk in any way. Staff will share information with volunteers on any challenging or threatening behaviour, or if they are aware of potentially upsetting subjects etc.

**Volunteers Responsibility:**

* To let staff know of any aggressive, challenging or strange behaviours shown by anyone you come into contact whilst volunteering for us.
* To share information if you feel threatened and seek support.
* To let staff know where you are in the premises.
* To let staff know when you are working off premises, where you are going and what time you expect to return.
* Not to put yourself into potentially dangerous situations.

**Insurance**

All volunteers come under the Foundation’s insurance policy.

**Problem Solving Procedure**

Where any problems arise we will follow the problem solving procedure, set out in the Policy Pack, to ensure consistency and fairness in the treatment of volunteers.

**Induction and Training**

This induction pack is intended to help prepare you for your role as a volunteer. It provides the basic information and should be worked through during your induction. If you have any queries please discuss them with staff members.

Where applicable, you will be introduced to other members of staff and their roles will be explained. You will be shown around the premises. You will have time to shadow staff and have support from staff members until you feel confident with the tasks you are being asked to do. All volunteers will go through the induction process.

Furthermore, there is the possibility that training opportunities may be made available to you where it is deemed appropriate. These will be raised in the review meetings. Where possible and relevant you will be supported and encouraged to take part in training and develop your skills further.

**Driving Policy**

If you wish to use your own car during your voluntary work it is advisable to inform your insurance company that you are using your vehicle for this purpose. Checks will be made by the Foundation that you have a valid driving licence, MOT and insurance. If you travel as part of your job, we expect you to divert calls to voicemail when driving. The Foundation will take no responsibility for accidents caused by volunteers using mobile telephones when driving. There is parking available at the Foundation office. Vehicles parked on or around the premises are done so at the owner’s risk and we accept no liability for any damage caused to vehicles.

**Guidelines for Claiming Expenses**

Volunteers will be paid all reasonable out of pocket expenses incurred through their volunteering with us and will need to keep receipts/tickets and fill out a volunteer’s expenses claim form.

The Foundation’s list of reasonable expenses is:

* Travel expenses e.g. travel cards; bus tickets (keep all tickets as a receipt, please photocopy weekly/return public transport cards/tickets)
* Petrol costs (30p per mile start and finish locations to be listed on a travel claim form)
* Parking (keep all tickets)
* Any other agreed expenses

All expenses must be claimed through an expenses claim form which is available from the Foundation office and must be given to your Project Leader for authorisation.

**Policy Documents**

Please make sure that you familiarise yourself with all the Foundation policies as they relate to your role. These are kept in the Policy Pack folder which is located in the Foundation’s office. For more information on the above policies please refer to the Policy Pack. It contains all the up to date policies in more detail.

**Supervision and Support**

Volunteers will be provided with regular supervision and review meetings with the Project Leader to feedback on progress, discuss future development and air any problems. On a more informal basis volunteers may speak to the Project Leader and/or Foundation Manager at any time to talk about issues or make suggestions. Volunteers can also expect support from any of the Foundation staff team.

**Health Questionnaire**

It is our policy that volunteers complete a health questionnaire to help us ascertain your needs so that we may make any necessary adjustments to aid your volunteering with us. This information will be kept on file in a secure place during but may be shared with the Project Leader whom you will fulfil your volunteering role with. We do not intend this to be an invasion of your privacy; it is purely to help us ensure your safety and wellbeing.

**Volunteer Rights and Responsibilities**

Each volunteer will have a volunteer agreement and, in addition, they will receive a written role description for the specific work they will be undertaking. Neither of these documents is a contract.

We are very committed to our volunteers so we feel it essential to outline our guidelines relating to volunteer rights and responsibilities.

**Volunteers have the right to:**

* Be treated with respect, not just as free help.
* Receive an induction to the organisation and their role within it.
* Get regular supervision and support from the Foundation’s staff team.
* Be given information about changes in our policies or procedures that may affect their volunteering.
* Have any agreed travel expenses reimbursed.
* Have a clear procedure for claiming expenses to ensure prompt reimbursement.
* Be insured for any activities they are expected to undertake.
* Have the right to say ‘no’ to any inappropriate demands, additional tasks or tasks outside of their role description.
* Be aware of our complaints/problem solving procedure.
* Have access to someone prepared to give a reference when they move on to paid work, further education or other volunteering activities.
* Be informed of whom to go to if they have any problems.
* Have safe working conditions (Health and Safety Policy).

**Volunteers will not:**

* Take the place of paid employees.
* Be asked to undertake activities that are unsafe.
* Be expected to volunteer outside of normal working hours unless agreed.
* Be required to work alone.

**Responsibilities of volunteers are to:**

* Act within our policies and procedures.
* Act within the boundaries of their volunteering role.
* Act in a non-discriminatory manner when volunteering with us.
* Attend an induction as agreed with the Volunteer Co-ordinator.
* Inform the Volunteer Co-ordinator as early as possible of they are unable to continue volunteering either permanently or for temporary periods.
* Inform the Volunteer Co-ordinator if they have any problems with their voluntary work.
* Act within our confidentiality policy.

# Who’s Who in the Foundation

As a registered charity, the Foundation has a Board of Trustees all acting in a voluntary capacity. All staff are accountable to the Board of Trustees: Simon Walters (chairman), Andrew Brown, Claire Gilman-Able, Caroline Killeavy, Pauline Taite, Liam Scully, Clive Nates, Richard Merryweather and Julian Purvis.

The Senior Staff members at the Foundation are:

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| --- | --- | --- |
| **CEO** | Martin Hickerton | Martin.hickerton@lincolncityfoundation.co.uk |
| **Head of Operations** | Charlotte Hornsby | charlotte.hornsby@lincolncityfoundationco.uk |
| **Head of Finance**  | Vicki Chapman  | vicki.chapman@lincolncityfoundation.co.uk |
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If you have a problem/complaint you should speak to your Project Leader first. If you feel you have been unfairly treated or the issue isn’t resolved through them you should then speak to the Foundation Manager. Below is the order on who to contact:

1. Your Project Leader –
2. Head of Community/ Head of Opperations

There is a full Problem Solving Procedure in the Policy Pack folder.

**Team meetings**

We regularly hold volunteer team meetings, so that we can give feedback and discuss any issues/concerns. These will usually be held with your Project Leader once a month.

**Review meetings**

All volunteers are entitled to a review meeting, to put forward any ideas and make any comments about their role and the work of the Foundation. It is in these meetings where any available training opportunities may be discussed. These will be held with your Project Leader and/or the Foundation Manager once a quarter.

**Equipment**

You should have access to all the equipment and stationary you require to fulfil your role. If there is anything you feel would help you in your role you should speak to your Project Leader.

**Dress Code**

You should wear suitable sports clothing and appropriate footwear and, where it is possible to do so, any clothing we may be able to provide you with.