

# Volunteer Handbook



***What you need to  
know for your  
volunteering  
journey***

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## *A word from Kirti*

Thank you for choosing to volunteer with Age UK Bolton.

I am so happy you have decided to give your time to help us make life better for over 50s in the Bolton area.

I hope you will enjoy your time as a volunteer with us, both in carrying out your role and being a part of Age UK Bolton.

This handbook will help you get started in your role with us. You can find more information in the Volunteers Area on our website.

***Kirti Mistry, Volunteer Team Leader***



# About us ●●●

Age UK Bolton is an independent local charity and was born in 1947, thanks to the efforts and vision of a small group of local volunteers in Bolton.

We are one of the area's most significant, dynamic and highly regarded charities, and the leading voluntary sector organisation working with and on behalf of Bolton's over-50 population.

We are also proud to be a brand partner of the influential national Age UK Charity.

A voluntary Board of Trustees, made up of representatives of our local statutory, community and business partnerships, and our service users, works closely with senior staff members, to ensure the effective financial and strategic management of the Charity.

## ***Our current priorities are:***

To continue to provide a comprehensive and imaginative portfolio of services and activities that promote older people's independence and well-being.

To work with older people, those who represent them and partner organisations to identify, and determine how best to meet their changing needs and aspirations, within the charity's resources.

To work with others to reduce ageism and to diminish the incidence of age discrimination experienced by older people.

To sustain and, where possible, grow income streams to achieve the above.

# Contact information ●●●

## Contacting us

*When you start volunteering you will be introduced to the member of staff who will be supervising you. This will normally be the person you would go to with any concerns or issues that you need support with.*

For general support with your volunteering role you may also wish to contact the Volunteer Team Leader.

***Kirti Mistry - Volunteer Team Leader***

***07377 709499***

***kirtimistry@ageukbolton.org.uk***

### ***The Square***

53-55 Victoria Square,  
Bolton,  
BL1 1RZ

☎ 01204 382411

### ***The Ageing Well Centre***

Cross Street,  
Farnworth,  
Bolton  
BL4 7AG

☎ 01204 701525

## Contacting you

You can choose how we contact you through our data protection policies. We will generally contact you via email, phone, or post.

If you would like to update your preferences at any time please speak to our Volunteer Team Leader.

Further information on policies, expenses, contacts, and even a digital version of this handbook can all be found within the volunteers' area of the Age UK Bolton website.

# ***What you can expect from us●●●***

***We always want to ensure that you enjoy your volunteering role at Age UK Bolton, and that you get the most out of the experience.***

***Through your volunteering journey, as part of our commitment to our volunteers, we will...***

- Always treat you with respect, consideration and appreciation.
- Ensure that you have a clear idea of your responsibilities and the role you are undertaking.
- Give you information about the training and support available to help you carry out your role.
- Make you aware of key members of staff who will be responsible for supervising your volunteering
- Provide you with support through regular meetings or discussions (either 1-1 or in small groups).
- Ensure that you have a safe environment in which to carry out your volunteering.
- Encourage you to provide us with feedback on your volunteering, both positive and negative.

# ***Your role as a volunteer ●●●***

***Whether you are a paid member of staff or a volunteer, we expect high standards from everyone representing Age UK Bolton.***

As a volunteer with us, at Age UK Bolton, you will...

- Have an open-minded approach to individuals, avoiding judgment and stereotyping.
- Be able to work as part of a team.
- Have a willingness to attend training and other events and to be able to commit to regular volunteering hours.
- Be reliable.
- Volunteer within agreed guidelines and remits.
- Have a willingness to undergo a DBS check where required.
- Help to maintain the high reputation, and be an advocate, of Age UK Bolton.
- Inform your service manager as soon as possible if you are unable to carry out your voluntary role either temporarily or permanently.

We want you to enjoy your time volunteering with us. If you aren't for any reason, please talk to your supervisor. There are a number of reasons why volunteering may not meet people's expectations, but in most cases, we can find a solution together.



# Safeguarding ●●●

*We all have a responsibility, as both staff and volunteers, for safeguarding adults who need care and support. It is important to always report any concerns, no matter how small.*

Any of the following signs may be a cause for concern:

- Dehydrated or significant weight loss
- Missing daily living aids
- Unexplained injuries or bruises
- Unsanitary living conditions
- Poor hygiene
- Change in behaviour
- Increased fear and anxiety
- Withdrawal from usual activities

For all safeguarding concerns please contact **Chiara** on **07377709497** or **chiaraknott@ageukbolton.org.uk**.

# Health and Safety ●●●

To report an accident or a near miss, please contact your Service Manager on the number below.

- **Information & Advice:** Chiara Knott - 07377709497
- **Strength & Balance:** Niall Bradley - 07535 641932
- **Ageing Well (incl. befriending):** Lesley Simm - 07947953117
- **Corporate Services:** James Beardsworth - 01204 382411 (ext. 207)
- **Home from Hospital:** Vicky Hitchen - 07930 910511

# Confidentiality●●●

**As a volunteer, you are likely to come into contact with personal and sometimes sensitive data about the client(s) you are volunteering with. Therefore, it is important that you maintain the confidentiality of all clients.**

Here are a few pointers on how you can do this...

- Do not share or disclose personal information that you have discussed with, or about, the clients without explicit permission.
- Ensure that any digital or physical records of a client's personal data are stored securely. This includes contact details and any medical information.
- Do not pass on client details to anyone outside of Age UK Bolton.
- Respect the privacy of all clients, even those you do not directly work with.
- Respect the privacy of other volunteers you work with.
- Do not engage in personal or unofficial communication with clients outside of your voluntary role with Age UK Bolton.

***For more information on confidentiality, data protection and GDPR visit the policies section on our online volunteers' area at [www.ageuk.org.uk/bolton](http://www.ageuk.org.uk/bolton)***



# Claiming expenses ●●●

As a volunteer with Age UK Bolton, you are entitled to claim out-of-pocket expenses incurred while carrying out your volunteering role with us.

## Public Transport

If you travel by public transport, we will reimburse the cost of travel tickets or, in exceptional circumstances, taxi fares.

## Travel by car

If you travel by car then we will reimburse you, at the current HMRC rate per mile, for journeys to and from your place of volunteering.

## Lunch Expenses

If you are volunteering for a period of over 3 hours and the period spans lunch time, then we can reimburse the cost of lunch up to an agreed value (see expenses policy).

## How to claim

To claim your expenses fill in the **volunteer expenses form** and return this to your supervisor, making sure to attach any relevant receipts with your form.

Please claim expenses within 2 months of being incurred.

If you have any questions or issues regarding expenses, please speak to the Volunteer Team Leader.

# ***Access Age UK Bolton policies ●●●***

**Age UK Bolton volunteers are required to understand and adhere to all relevant volunteering policies within the charity.**

**A list of some of our key our volunteering policies is provided below, accessible through the designated volunteers' area on our website.**

- Anti-bribes, gifts and hospitality policy
- Equality and diversity policy
- IT and communications policy
- Lone working guidance and procedure policy
- Privacy policy
- Safeguarding adults policy
- Volunteer expenses policy
- Whistleblowing policy
- Health and Safety policy

**Should you have trouble accessing these policies online, we can arrange for paper copies to be sent out to you.**

# FAQs ●●●

## **What time commitment will I be expected to give?**

Information about your volunteering hours will be provided during the recruitment process. Depending on the role it will vary from one hour to a full day once per week. It is important that volunteers are able to make a regular commitment to their volunteering so that we are able to provide high-quality and consistent services to our clients.

## **Will training be provided before I start?**

All volunteers will have access to Age UK Bolton's online training through our designated online e-learning platform. If you encounter difficulties accessing the online training, we encourage you to talk with the Volunteer Coordinator for assistance. Additionally, where applicable, you will receive role-specific training from your supervisor.

## **What happens if I am ill or have another commitment on the day I am due to volunteer?**

We fully understand that illness, family commitments or other circumstances may prevent you from volunteering. All we ask is that you notify your supervisor at the earliest opportunity so that we are able to re-allocate your tasks to another volunteer or staff member for the duration of your absence.

## **What should I wear for volunteering?**

This very much depends on the role you will be undertaking. For most roles we encourage smart casual wear.

**If there are any other questions you have about volunteering with Age UK Bolton, or your role as a volunteer please ask the Volunteer Team Leader.**

Look out for your edition of...

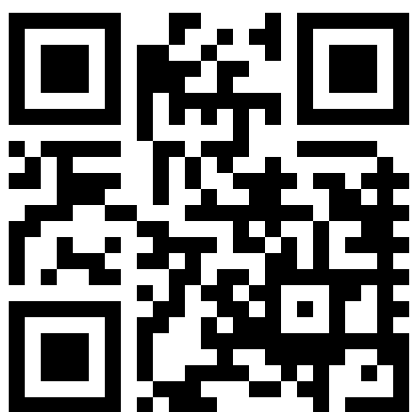


# ***The Volunteer***

Keeping our volunteers updated and informed  
with a bit of fun thrown into the mix!



The Volunteer will be sent out quarterly, and can be found in the volunteers' area of the Age UK Bolton website along with some of our older editions!



Scan to visit our website



[www.ageuk.org.uk/bolton](http://www.ageuk.org.uk/bolton)



[volunteering@ageukbolton.org.uk](mailto:volunteering@ageukbolton.org.uk)



01204 382411

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