



# Volunteer Induction Handbook: Supporting you in your volunteering.

## **Volunteering Policy**

**The Age UK Camden group recognise the benefit of volunteering in the organisation as something that:**

- Enhances the services provided to clients
- Brings a wide range of skills, experience and knowledge to the organisation.

The **Volunteering Policy** sets out the framework for volunteer involvement in the organisation, covering good practice, expectations and boundaries.

Volunteers are expected to carry out their agreed tasks within the framework of the policies, procedures and guidelines laid out in these documents.

### **Structure of Support**

Each project and service at the Age UK Camden Group that involves volunteers has a Key Person who is responsible for supporting volunteers in that project/service.

This person will be your main point of contact in your day to day activity and volunteering.

### **Volunteering Team**

The Head of HR & Central Services and [volunteering@ageukcamden.org.uk](mailto:volunteering@ageukcamden.org.uk) oversees the recruitment of volunteers across the organisation and ensures good practice.

They are also available for support if your Key Person is not available or the issue is something you do not wish to discuss with them.

### **Out of Pocket Expenses**

The Age UK Camden group reimburses travel and other agreed out of pocket expenses as explained in the Volunteer Expense Policy.

Please talk to your Key Person or [volunteering@ageukcamden.org.uk](mailto:volunteering@ageukcamden.org.uk) to help with your claim or if you have any questions.

## **Refer: Volunteer Expenses Policy and Claim Form**

### **Expectations**

As a volunteer it is important to remember that you are representing the organisation during the time you are volunteering and it is important you do this in a positive and constructive manner.

### **Volunteers are expected to:**

- Be reliable
- Be constructive and supportive of the charity's overall aims
- Do what you agreed to do
- Represent the organisation in a positive and competent manner
- Keep in touch with your Key Person and respond to message and requests for information
- Adopt a non-judgemental approach to the people we support
- Not make false statements about individuals linked to the Age UK Camden Group or the organisation itself.
- If an individual has more than one role within the organisation (e.g. member and volunteer or volunteer and staff) – they are expected to adhere to guidance and procedures linked to the most senior role.
- Stay within the Boundaries Guidelines below:
  - a) Volunteers must not give their private telephone numbers/email address etc to the older person.
  - b) Volunteers should not accept / ask for or offer money to/from a client.
  - c) Volunteers should not ask for or give money to other volunteers or staff

- d) Volunteers must not handle the older persons' money / withdraw cash/ use bank cards
- e) Volunteers can accept nominal gifts from the older person (value of £5 approx), but must always report this to their Key Person and this must be recorded as per the Age UK Camden Group's Gifts policy.
- f) If an older person tries to give substantial gifts, you
  - a. need to explain that you are not allowed to accept
  - b. and report this to your Key Person.
- g) If an older person shares concerns or anxieties about their ability to care for themselves, manage their finances, or cope with any other aspect of their life, volunteers must bring this to the attention of their Key Person.

Volunteers should not attempt to resolve these issues themselves. While volunteers should respect confidentiality, they must understand that some information cannot be kept confidential if it relates to safety, wellbeing, safeguarding, or significant risk.

Volunteers must always remember that they are representatives of Age UK Camden Group and are expected to act in line with organisational policies and safeguarding responsibilities.

- h) Do not put yourself or anyone else at risk during your volunteering.

**Also:**

- Smoking is not permitted on any of our premises or during volunteering hours.
- If you turn up to volunteering under the influence of alcohol or drugs, you will be asked to go home and the matter will be reviewed.
- If, at any time, you have concerns that personal issues /changes in health/ medication etc. might be impacting on your ability to carry out your role safely, please speak to your Key Person as this will allow us to put supportive measures in place.

**Publicity/Press:**

Volunteers and Staff are not authorised to speak on behalf of the organisation without prior knowledge and consent of the relevant senior manager and CEO. You can tell people about the services we offer them our contact and website details. As a representative of the organisation you are asked to represent the Age UK Camden Group in a positive manner.

**Volunteers can expect:**

- Support appropriate to the role they are undertaking
- Out of pocket expenses (see Volunteers Expenses Policy)
- Training to support undertaking the role
- Appropriate Policies and Procedures to be in place
- To be covered by appropriate insurance
- Acknowledgement of volunteer contribution
- Opportunities to contribute to the development of the organisation

**Refer to: Communications and Resolving Problems Procedure**

**Data Protections and Information Sharing**

At times and depending on the role, volunteers will be entrusted with information about a service user which is confidential. The organisation needs to be able to trust its volunteers with such information. People's trust in the Age UK Camden Group may be undermined if a volunteer unnecessarily discusses or share information that should not be publicly discussed. Key points relating to this are covered at Induction and again when the volunteer starts in their role. Volunteers are given a copy of the Emergency guidelines for Befriending and Home visiting volunteers during induction.

**Adult Protection & Safeguarding**

All Volunteers must complete Safeguarding Awareness training either online or in person.

In all cases where a volunteer suspects the abuse or inadequate care of vulnerable adults, the Age UK Camden Group volunteers must alert their Key Person as soon as possible. If they suspect that the Key Person may be implicated in the abuse they should raise their concerns with the CEO or another senior staff member or Trustee.

**Refer to: Age UK Camden Group's Data Protection, Information**

## **Sharing and Safeguarding Policy and Procedures.**

### **Health and Safety**

The Age UK Camden Group has a comprehensive Health and Safety (H&S) Policy and all our services are expected to operate within the Policy. The Age UK Camden Group is committed to providing a safe environment for its clients, volunteers and staff alike. The coordinator or manager of each service is responsible for H&S in that area.

### **Volunteer Responsibilities**

A safe environment is achieved where everyone plays a part. As a volunteer you are expected to:

- Operate within the Policies, Guidelines and Boundaries
- Take reasonable steps to ensure your own and others' safety
- Report any accidents immediately
- Report any dangerous situations
- Keep relevant staff informed of your activities
- Never take on a task for which you have not been trained
- Attend Health and Safety training or any other training as required.

### **Health and Safety within your Project**

The manager/ coordinator for volunteers within each service is responsible for informing volunteers of H&S practice in relation to the service.

### **Volunteers at Head Office**

- ID badges are issued to all regular volunteers at the Head Office and must be worn at all times in our buildings and whilst volunteering.
- Do not lend your ID to other people or borrow an ID. If you lose your ID or it does not seem to be working, speak to the [Volunteering@ageukcamden.org.uk](mailto:Volunteering@ageukcamden.org.uk) / Head of HR & Central Services or your Key Person.

### **Volunteers involved with Befriending / Home Visitors**

- Are not allowed to carry out personal care duties
- Are not allowed to lift or carry older person.
- Are not allowed to cook, clean or complete DIY tasks

- Are not allowed to give their personal contact details/ address/ email etc

**Refer to: Lone Working policy, Emergency Guidelines for Befrienders and Home Visiting volunteers.**

## **Contact Information**

### **Head Office**

The following services are based at the head office which is:

**Age UK Camden  
Henderson Court Day Centre  
102 Fitzjohn's Avenue  
London,  
NW3 6NS**

**020 7239 0400**

- **Digital Support**
- **Information & Advice**
- **Care Navigation & Social Prescribing**
- **Counselling services**
- **Good Neighbour Scheme**
- **Telefriends**
- **Dementia Services**
- **Henderson Court Day Centre**

The **Volunteering** Team for Age UK Camden is based at Head Office.

Telephone: 020 7239 0400

Email: [volunteering@ageukcamden.org.uk](mailto:volunteering@ageukcamden.org.uk)

### **Other Premises**

**Great Croft Day Centre**  
Cromer St  
London WC1H 8LF  
020 7228 5090