

Bahar Women’s Association

Volunteer Handbook

This handbook serves as a guide and lays down some of the basic principles you should adhere to during your time volunteering with us. Please make sure that you read this handbook very carefully before beginning to volunteer.

The information in this handbook tells you the absolute minimum required of your role. We also have more detailed policies which you should read and sign a statement of understanding alongside this handbook.

You are required to bring photo ID when you come for your initial interview or utility bill with name and address on.

If there is anything that you are unsure of, please ask your supervisor or the Chair of the Organisation.

Every volunteer will be informed of who are their supervisor is at the commencement of their volunteering at the Bahar Women’s Association. You should report directly to your allocated supervisor.

# Rules of Conduct

* If there are any misunderstandings between you and your supervisor, or any other volunteer, you should first try to resolve the issue with them one-to-one. You may ask your supervisor for advice if needed.
* You should never work under the influence of drugs or alcohol. Disciplinary action will be taken if you are caught doing so, and you may be asked to step down from your role immediately.
* You must never share the personal information of any service user or co-worker to anyone outside of the organisation without the permission of your supervisor.
* You must never take the Organisation’s documents outside of the office. When it is necessary for you to do so, please seek the permission of your supervisor first.
* You must always ensure to lock office rooms and cabinets containing personal information up when no longer in use. You must also ensure that important documents containing confidential information are never left unattended.
* You must always treat service users and other volunteers with respect, consideration, and appreciation regardless of their background.
* You will be responsible for any personal contact between you and a client. Bahar Women’s Association will not take any responsibility.
* You must inform the supervisor of any work related meetings outside of the centre for health and safety purposes.
* You must have at least level 2 English, and a good level of maths in order to be in the position of teaching assistant.
* You must return any association equipment you have borrowed (laptop, documents, mobile phone, printer, stationary etc) when leaving the association.
* You must save/print all documents (applications) that are related to the association.
* You must cc the head of association into all emails related to the association.
* You must be flexible and available to work on the agreed says and provide advance notice of any absences with an explanation.
* You must have worked at least 60 hours with the association in order to receive a reference.
* You will ensure clients respect privacy and not interrupt formal meetings in the office. As well as personally respecting the privacy of formal meetings.
* You will be required to attend a minimum of 3 compulsory meetings throughout the year, and provide a valid explanation if you cannot attend a meeting.
* You will be informed on the meetings minutes by your supervisor if you miss one.
* You will need to provide a valid explanation if you do not attend your volunteer position more than two weeks in a row.

# Your Duties as A Volunteer

* Your main duties as a volunteer are: -
  + Looking out for any signs of abuse and/or neglect, and
  + Report any concerns or suspicions you have to your supervisor.
* If you believe that a crime has been committed or that someone is in immediate danger, you should contact the police or call an ambulance.
* You should be flexible in your volunteer position when needed.
* If someone shares with you that they are being abused and/or neglected, you should: -
  + Assure the person that the concern will be taken seriously;
  + Explain to the person that you must report the concern to your supervisor;
  + Record any information disclosed on paper as soon as possible;
  + Report all information to your supervisor as soon as possible;
  + Avoid conducting investigations yourself without being instructed;
  + Ensure that the person is not exposed to any immediate risk.

# Statement of Understanding

By signing below, you confirm that you have read, understood, and will abide by the above named policies.

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| **Name** | **Signature** | **Date** |
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