



University of Lincoln

Volunteer Handbook

Welcome to ULSU Volunteering

(the University of Lincoln Students' Union Volunteering)

At Lincoln Students' Union we have an outstanding volunteering service for both the students and staff here, and we offer an exciting range of volunteering opportunities for you to get involved in both out in the community or within the Students' Union. Volunteering is available to anyone whether you want to get involved on a regular basis or do something more ad hoc.

ULSU Volunteering are delighted to announce that we have recently achieved the Investing in Volunteers Quality Standard, recognising the excellent work we do with volunteers. It is fantastic to have an industry recognised award which demonstrates that we offer a quality volunteering service based on sound principles, supported by strong processes and procedures.

Volunteering is an incredible experience for a number of reasons – personal development; improving your employability skills; and the buzz you get from helping those who you volunteer with.

This handbook is your 'how to' guide on volunteering, and is specifically designed to give you all the information you need to have a successful and fulfilling time as a volunteer. It works in conjunction with the Volunteering Policy document.

Of course if you can't find the answer to your question or you want to discuss any aspect of volunteering you are very welcome to speak to anyone in the volunteering department.

I hope you have a fun and fulfilling time volunteering!

Jane Kilby
ULSU Volunteering Co-ordinator

Contents

5	Volunteering activity
6	Getting Involved
7	Safeguarding
8	Induction and training
9	Expectations
11	Expenses
12	Health and Safety
13	Insurance
14	Diversity & Equal Opportunities
15	Complaints procedure
16	Recognition
17	Policies

The following symbols are designed to help you see at a glance what areas the community based volunteering opportunities fall within. You will see these symbols on the opportunities we advertise both in our window in the office, and on our website. Sometimes an opportunity will fall across a number of areas and therefore all relevant symbols will be displayed. On our website, however, the opportunity will be behind the symbol that is the most relevant.



Art



Befriending



Children



Community



Disabled



Elderly



Enterprise



Environment



Health



Housing



International



Literacy



Refugee



School



Sport



Student Led



Support / Advice



Youth Groups



One-offs

Volunteering activity

Whether you wish to volunteer with a charity, school or community group, within the Union, or as a fundraiser, we have plenty of volunteer opportunities. You may be passionate about a cause and wish to set up your own, student led project. You can also take part in an organised 'one off' activity. Please come and discuss this with us. Volunteer opportunities are on the SU website which is regularly updated.

Getting involved

All volunteers will need to complete an online registration form, also available on the SU website:

www.lincolnsu.com/volunteer

University of Lincoln Students' Union
Student Centre
Brayford Pool
Lincoln, LN6 7TS

Tel: 01522 886420/886922

Fax: 01522 886628

Email: volunteer@lincolnsu.com

Safeguarding

7

Many opportunities will require volunteers to complete a CRB (Criminal Records Bureau) application. There is no charge for this and if you need CRB clearance we will let you know.

Induction and training

Before you start any volunteering activity you must attend a short induction. Additional specific training will be given dependent on your role.

Expectations

What you can expect from us

- Support** We will give you support in finding and carrying out your volunteer activities to ensure you get the best possible experience
- Feedback** We will give you the opportunity to evaluate the worth of your volunteering and convey any relevant feedback to you.
- Training** We will encourage appropriate training to enable you to carry out your volunteering role effectively.

What we expect from you

- + Be reliable and punctual - If you can't attend your volunteering session let the relevant organisation know so that other arrangements can be made
- + Never put yourself, another volunteer or person at risk
- + Maintain professional boundaries - respect confidentiality and do not disclose any confidential or personal information
- + Follow your volunteer organisation's policies and procedures
- + Only carry out tasks that you are able to do and are comfortable with

Expenses

No volunteer should be left out of pocket from volunteering. Most organisations provide appropriate expenses. These will need to be agreed in advance with them.

If you are currently receiving State Benefits, it is important that you let the Benefits office know your volunteer commitments.

International students (excluding EU) please also speak to the International Office about your volunteer commitments.

Health and Safety

12

Students' Union Volunteering strives to ensure that all our staff and volunteers remain free from injury and harm. We would recommend that before you start your volunteer role you refer to the organisation's health and safety policies. For more details about the SU Health and Safety Policies please consult the SU Website.

Insurance

13

All SU volunteers are covered by our insurance policy. This remains the case as long as you complete our initial induction and follow outlines policies and procedures. Please consult the SU Website.

Diversity and Equal Opportunities

Students' Union Volunteering is committed to offering equality of opportunity. We strive to ensure that everyone we work with – including our staff, volunteers and all of our partner organisations share this commitment. We expect volunteers to be treated fairly and with respect and to feel free from discrimination and harassment. Please consult the SU Website.

Complaints procedure

If you have a problem or complaint about any aspect of your volunteering please in the first instance raise this with a member of the volunteer team. Most problems can be dealt with on an informal basis. However, if this is not appropriate please consult the SU Website for details of the Formal Grievance Procedure.

Recognition

Throughout the year we will endeavour to recognise, reward and celebrate your volunteering contribution. A certificate of participation and achievement will be awarded annually

Policies

17

All our policies are available on our website. It is your right and responsibility to access these and familiarise yourself with the content.

www.lincolnsu.com

Date of policy: May 2010
Date of review: May2011
Reviewer: SU Committee
Lincoln Students' Union