



**West Yorkshire  
Hardship Project**

## **Volunteer Handbook 2020**

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#### **1. Welcome to West Yorkshire Hardship Project CIO (Charity registration 1179305)**

Thank you for your interest in volunteering with West Yorkshire Hardship Project and providing us with your details.

Our charities mission is to deliver compassionate, responsible, non-judgemental and effective outreach support to those people who are visible and non-visible homeless or in severe financial hardship and at potential risk of becoming homelessness, through creating positive relationships and to provide essential daily living needs and signposting to support services.

Volunteers are an extremely vital and a key part to the success of our charity and the people we help.

Your personal efforts will help us either in supporting, preparing or providing daily living essentials and / or signposting to relevant organisations / community partners for those who are currently homeless, rough sleeping, formerly homeless or in severe financial need and at risk of homelessness.

Please read through the attached handbook material. Once you have read this through please email [info@westyorkshirehardship.org.uk](mailto:info@westyorkshirehardship.org.uk) and confirm that you have read and understood the policies and practice and you agree to follow the charity's guidelines.

We really appreciate your participation in our services, projects, and events. West Yorkshire Hardship Project is committed to providing a safe, secure, professional and dedicated service to the people we support.

Derek Hallas

Chairman

## **2. Volunteer Policies and Practices**

West Yorkshire Hardship Project operate at varying days and times during the week depending upon the area we operate. Ask one of the Trustees or visit our website for further details for more details.

### **The Equal Opportunities and Diversity Policy**

The Equal opportunity and diversity policy outlines West Yorkshire Hardship Project's approach to challenging discrimination and making our services accessible to all.

Equally, it is unlawful to discriminate or fail to make reasonable adjustments to overcome barriers to anyone wanting to use our services directly or indirectly because of age, disability, sex, gender re-assignment, pregnancy, maternity, race, sexual orientation, religion or belief or because someone is married or in a civil partnership.

### **Recruitment, Induction and support**

The equal opportunity and diversity policy also apply to any recruitment, induction or support to any potential or existing volunteer or employee. Any applications for volunteer roles or employment will be given fair and honest assessment by more than one Trustee and are assessed purely on health and safety grounds or ability to fulfil the role effectively and competently.

### **Data Protection and GDPR**

Volunteers' personal records will contain only relevant required to enable them to Volunteer safely with is. Any information given in confidence will only be used for the purpose for which it was given and will not be disclosed to others within or outside the organisation without the informed consent of the individual concerned. Volunteers' personal records will be stored securely and access restricted to the individual concerned and another appropriate member of staff within the organisation. Once Volunteers leave, their personal records will be destroyed in line with our GDPR retention schedule.

Volunteers will be expected to abide by the charity's practice guidelines with regards to confidential information about people who use our services. Confidentiality will be discussed at the recruitment interview and all volunteers will be asked to sign a confidentiality statement as a part of their induction.

Volunteers should not speak to the press or communicate with any other media on matters that directly relate to the affairs of the organisation without prior consultation with an appropriate member of staff.

West Yorkshire Hardship Project will retain copyright of any creative work carried out by a Volunteer whilst volunteering with us (for example, taking a photograph or designing a poster).

## **Harassment Policy**

West Yorkshire Hardship Project prohibits any form of unlawful harassment based on race, colour, religion, creed, sex, age, national origin, marital status, sexual orientation, disability, or veteran status in accordance with applicable laws.

With respect to sexual harassment, West Yorkshire Hardship Project strives to foster a work environment free of unlawful sex discrimination, sexual harassment, or retaliation. Sexual harassment includes unwelcome and/or unsolicited sexual advances, requests for sexual favours, and other verbal or physical conduct of a sexual nature.

The harassment policy outlines what to do if you feel you are being bullied, intimidated or harassed or if you witness someone else being treated in this way.

West Yorkshire Hardship Project will not accept harassment, bullying or intimidation from any staff member, service user or volunteer. Any accusation will be investigated and disciplinary action taken if the complaint is upheld.

If you feel you are being harassed, bullied or intimidated or you witness someone else being subjected to this type of behaviour, please speak to your Team Leader or Trustee immediately. All complaints and related information will be investigated and kept confidential to the fullest extent possible.

## **Drug-Free and alcohol-free environment**

West Yorkshire Hardship Project strictly prohibits the use, sale, dispensing, possession, or manufacture of illegal drugs or alcohol while engaged in any indoor or outdoor outreach activities by any volunteer or service user.

## **Smoking**

West Yorkshire Hardship Project is a non-smoking facility and a food distributor. Smokers must refrain from smoking in or immediately around the building or any entrance to the building or any food collection or distribution trolleys while smoking.

## **Kitchen areas.**

The kitchen/break room and all of its facilities are available for use by all volunteers. Please ensure you wash your hands and any dishes you use and clean up after yourself. Check all health and safety notices around you to ensure you are following hygiene and safety standards.

## **The “Whistleblowing” Policy**

“Whistleblowing” is when someone raises a serious concern about an aspect of their organisation. Anyone raising a serious concern is able to do so without fear of reprisal. The Whistleblowing Policy outlines this process. Please read the “Whistleblowing” Policy resolving problems and concerns. If you have a complaint or grievance, or if it is felt that you are not carrying out your role satisfactorily, the organisation has approved ways of dealing with these issues. Please ask your Team Leader or any Trustee if you would like copies of these procedures.

## **Health and Safety rules**

West Yorkshire Hardship Project provide a clean, hazard free, healthy, safe environment in accordance with health and safety regulations. As a volunteer you should observe all posted safety rules, adhere to all safety instructions provided by your Team Leader and use safety equipment where required. Any indoor workspace should be kept neat, clean and orderly. Please read our Health and Safety guides for specific activities on our website for further information.

Volunteers will be appropriately supervised and volunteer activity will be risk assessed in line with the obligations of the Health and Safety at Work Act 1974 and West Yorkshire Hardship Project Health and Safety Policy. Volunteers with additional needs may require a personal risk assessment for their role to ensure we put in place any specific health and safety measures. We will request emergency contact details and information regarding medical conditions from all our Volunteers. The Volunteer induction will include training on safe working practices and lone working guidelines and we will ensure Volunteers understand their own responsibilities with regard to keeping themselves and others safe.

Should an accident occur immediately seek assistance from your Team Leader / Trustee who will contact any emergency services needed or first aider present. All accidents will need to be recorded in the accident book provided whilst on any Batley Homeless Project premises or details sent to the Trustee responsible for the Outreach.

## **The Safeguarding Policy**

The safeguarding policy outlines what to do if you feel that someone is being treated unfairly or someone tells you that they are being hurt or threatened. If someone discloses that they have been harmed or are at risk of being harmed, you have a legal obligation to tell a Trustee or senior member of staff. If someone discloses information to you remember:

- Do not promise to keep the information to yourself.
- Re-assure them that they have done the right thing in telling someone but that you will have to pass the information on to a senior member of staff for their own safety.
- Speak to the safeguarding Officer / Trustee Derek Hallas immediately on 07427652683.
- You may also need to write down, as accurately as possible, what they told you.
- If you have any concerns at all about how someone is being treated speak to a senior member of staff. Your Team Leader will help you with your concerns.

### 3. Conduct and behaviour



#### What you can expect from us.

- A creative approach to your role to allow you the chance to use your skills, compassion and experience.
- The charity will be insured to cover you for public liability in the event of an accident or injury whilst on volunteering activity, providing you have followed the health and safety guidelines and conduct and behaviour expected of you. Volunteers will be covered by insurance to carry out agreed voluntary tasks when adhering to the charity's policies, guidelines and procedures. Volunteers are covered by Employers Liability Insurance and their legal liability to third parties for bodily injury or property damage.
- To receive agreed out of pocket expenses where previously agreed by a Trustee.
- To be able to change your mind or decline a volunteering activity without feeling pressured
- To be able to discuss an alternative volunteer role if you feel the current one is not working out for you.

#### What we expect from you

- To adhere to the fundamental principles and values of Batley Homeless Project in particular to treat our service users with dignity and respect
- To be reliable and let us know as soon as possible if you are not able to attend your volunteer shift or if any circumstances change that will affect your volunteering
- To let your Team Leader or other Trustee know if you are concerned for the safety or welfare of a service user or other volunteer / Trustee
- To be our representatives in the local community, letting people know about our work, services and fundraising activities
- To support and act in accordance with our Policies & Procedures (See the Key Policies section and refer to your Policy Booklet)
- Take part in training and update sessions relevant to your role
- To understand that we may sometimes need to offer constructive comments about your actions when volunteering
- To give the best of your skills and abilities to meet the required standards relating to your volunteer role
- To speak to the Team Leader or any Trustee as soon as you have any concerns or issues – don't let them fester!
- Treat all service users, community partners, volunteers and staff with respect

- To be aware of and report any hazards, spillages, obstacles, fire hazards etc. as soon as possible to a member of staff.

#### **4. Trustees and contact**

A current list of all Trustees can be found on our website [www.westyorkshirehardship.org.uk](http://www.westyorkshirehardship.org.uk) or contact Derek Hallas, Chairman on 07427652683.

