

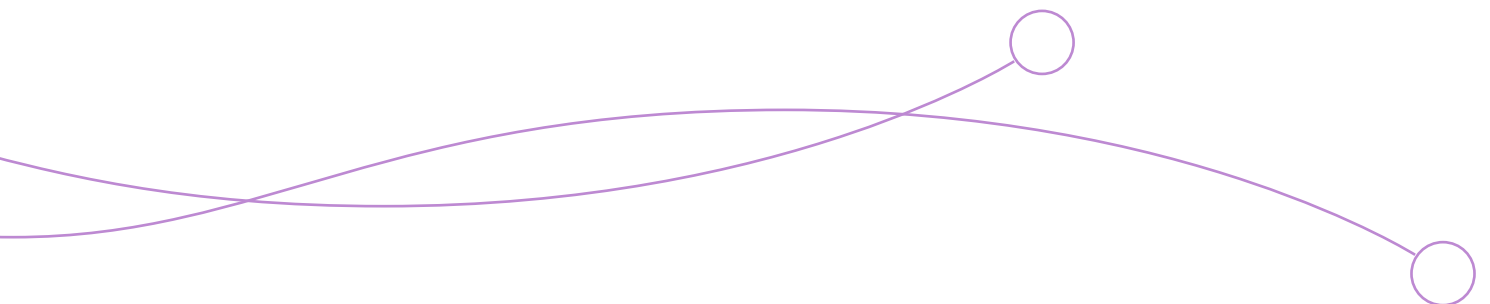


Dundee City Council

Community Learning and Development Volunteer Handbook

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Welcome to Dundee City Council, Community Learning and Development.

We hope that you find volunteering with us an enjoyable and rewarding experience.

ABOUT US

Dundee City Council's Community Learning & Development Division is within the Communities & Policy Division of Neighbourhood Services. In a diverse range of ways, the work of the Division directly impacts the quality of life for many citizens of Dundee.

Community Learning and Development (CLD) works with young people and adults of all ages. We aim to improve the life chances of people living in local communities through learning and personal development.

We work in partnership with other organisations to make sure we have a wide range of opportunities for people to get involved in. We also provide extra help for people to take part in learning e.g. crèche provision.

VISION, MISSION AND VALUES

It is the Council's vision that Dundee:

- will have a strong and sustainable city economy that will provide jobs for the people of Dundee, retain more of the universities' graduates and make the city a magnet for new talent
- will offer real choice and opportunity in a city that has tackled the root causes of social and economic exclusion, creating social inclusion and a community which is healthy, safe, confident, educated and empowered
- will be a vibrant and attractive city with an excellent quality of life where people choose to live, learn, work and visit.

(DCC Council Plan 2012-17)

Dundee Partnership states:

Everyone should have the right to be heard and valued and to participate fully in our community and that no one should be denied that because of their economic status. The biggest obstacles people face in achieving this is poverty and inequality which have an enormous impact on the chances of being healthy and happy, educated and employed, and safe and secure."

(For Fairness in Dundee, Dundee Partnership, 2012)

The Council's Single Outcome Agreement (its link to the delivery of the Scottish Government's National Outcomes) lists three of its 11 Strategic Outcomes as:

- Our people will be better educated and skilled within a knowledge economy renowned for research, innovation and culture
- Our people will experience fewer social inequalities
- Our people will have high quality and accessible local services and facilities

Provision of high quality volunteering opportunities is part of Community Learning and Development's contribution to achieving the aims listed above and is supported by the Council's Volunteering Policy.

VOLUNTEERING WITH DUNDEE CITY COUNCIL

Dundee City Council's Volunteering Policy states that the Council is committed to supporting volunteering and recognises how it contributes to skills development, well being, community empowerment and strengthening public services. It is expected 'that staff at all levels will work positively with volunteers and where appropriate, will actively seek to involve them in their work'.

The policy provides guidance to all Council departments on a range of topics regarding the volunteering experience, including recruitment, the role of the volunteer and the role of the named contact. It also clearly defines the Council's commitment to the volunteer and the rights and responsibilities of the volunteer themselves. All this is taken account of in the aims and objectives outlined by the specific volunteer opportunity and more specifically as described in the volunteer agreement.

As a Dundee City Council volunteer, your role is crucial in contributing towards the development and progression of learners who participate in Community Learning and Development provision.



OUR COMMITMENTS



Based on Dundee City Council Volunteering Policy

RECRUITMENT

- When recruiting for volunteers, a fair and reasonable recruitment and selection process is applied.
- The appropriate level of disclosure commensurate with volunteering in the public sector will be applied.

INDUCTION

- CLD provides induction training for all volunteers to ensure they are familiarised with expectations, policies and procedures, the contexts and settings in which they volunteer and any support available to them.
- CLD ensures all volunteers are trained to have a sound understanding of their role, ethics and boundaries.
- CLD provides access to training materials and opportunities in order to help volunteers increase their knowledge, skills and confidence.

PRACTICES

- CLD gives due consideration to the health and safety of its volunteers taking into account both the personal circumstances of the volunteer where appropriate, and the requirements of the volunteering assignment.
- CLD, as part of Dundee City Council, has adequate, appropriate insurance cover for the volunteering opportunities it provides, in particular, public liability and professional indemnity.
- CLD as part of Dundee City Council has robust, transparent and responsible procedures in place to deal with complaints.

SUPPORT AND TRAINING

- CLD provides information about the volunteer opportunity to the volunteer in advance.
- CLD provides direct support to volunteers and/or access to other appropriate support for volunteers if/when they require it.
- CLD will address any concerns or complaints relating to the health and safety of volunteers.
- CLD facilitates the development of support structures for volunteers and provides opportunities for sharing experience, learning from and supporting each other.
- CLD encourages and provides access to ongoing training and development opportunities to help volunteers in their role.



An ESOL Buddy sharing an activity with an ESOL Learner.

MONITORING & EVALUATION

- CLD has robust and transparent processes to monitor and evaluate the volunteering experience for volunteers, learners and staff.
- CLD welcomes and seeks feedback from volunteers to help improve quality and satisfaction.

CONTINUOUS IMPROVEMENT

- CLD is fully committed to continuously improving the quality of the volunteering experience.

GENERAL

- Attend induction training.
- Carry out activities in a way that facilitates the achievement of the aims and objectives of the CLD Volunteering opportunity.
- Attend regular meetings with your named contact as per the Volunteer agreement.
- Volunteer within agreed guidelines and remits.
- Carry out activities with regard to the Health & Safety of themselves and others.
- Attend training and support sessions as appropriate or agreed.

ETHICS AND CONDUCT

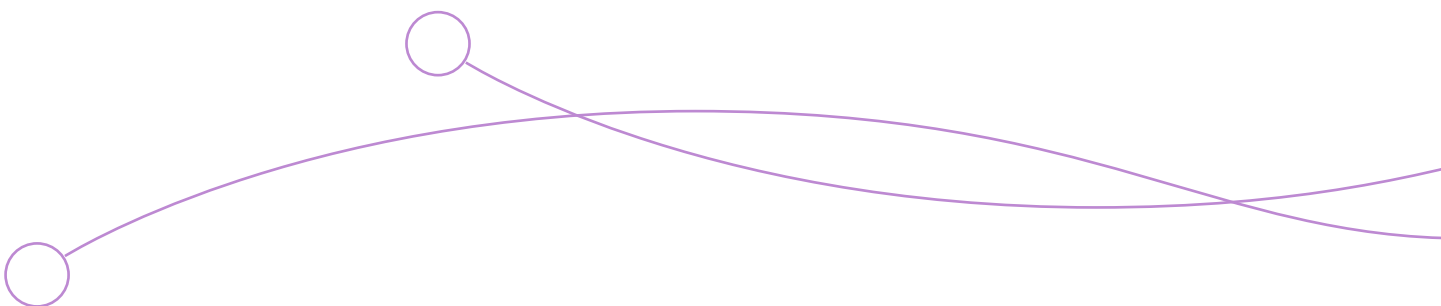
- You decline a volunteering opportunity or activity where there will or may be, any conflicts of interest e.g. the learner is related to or personally known to you or the learner has business dealings with a family member of yours. You should also decline an activity where you believe the content of the assignment is against your personal ethics/morals.
- You treat everyone (fellow volunteers, learners & others) with respect and dignity and do not judge or discriminate against anyone on any grounds.
- You treat all information received in the course of your volunteering as strictly confidential unless required by law to disclose information. You never derive any personal gain or advantage from such information.
- You act in a professional manner at all times.

FEEDBACK AND SELF-EVALUATION

- You should take any opportunities to reflect on your practice and seek feedback to help highlight areas for improvement. Once skills gaps have been identified, you should investigate and attend further appropriate training.

CONTINUING PROFESSIONAL PERSONAL DEVELOPMENT

- You should be fully committed to continuously improving your skills and attend any identified, agreed and appropriate training opportunity.



4 HEALTH AND SAFETY GUIDELINES



Dundee City Council is committed to ensuring effective health and safety management and performance throughout all Council Departments, and requires that health and safety matters be given appropriate consideration with equal status to other service demands.

The Council recognises its responsibilities for the health, safety and welfare at work of its employees and volunteers, and the health and safety of others who may be affected by the Council's work activities.

All employees and volunteers have an individual responsibility to take reasonable care for their own health and

safety, and for the health and safety of others who may be affected by their acts or omissions. Employees and volunteers must carry out their work as trained, and in accordance with the instructions they receive to enable them to work safely. Volunteers must cooperate with the Council in complying with any statutory requirement. They must report any work situation that it is reasonable for them to consider an immediate and serious risk to health and safety, and must notify any perceived shortcomings in health and safety arrangements to their named contact even when no immediate danger exists.

RISK ASSESSMENT

- A risk assessment for the relevant volunteering opportunities has been compiled and CLD volunteers should comply with any actions arising from this.
- All CLD volunteers are required to comply with the health and safety policies/procedures at any sites visited as part of their volunteering role.

HEALTH AWARENESS

- Physical contact with learners should be avoided. In addition, if you suffer from certain illnesses which are contagious or infectious, you should not attend any volunteering meetings.

PERSONAL SAFETY

You will almost always be in public places where there are other people present hence it is unlikely you will find yourself in a situation where you are any less safe than normal. However, it is important that you apply common sense and have an awareness of your surroundings.

You may find the following pointers helpful:

- Be observant and try to notice everything around you, e.g. exit doors, telephones, windows, sources of help.
- Assess potential risks. Avoid dangerous short cuts, walk facing the traffic on the street side of pavements, think about where to park your car and remember where you have parked it. Where possible, park your car so that you can drive, not reverse, out of the parking space.
- Keep car keys, mobile phone and/or personal alarm somewhere they can be retrieved quickly.
- Do not get into lifts with people who make you feel uneasy. If you are in a lift and feel uncomfortable, get out and use the stairs, or wait for another lift. Make sure you know where the emergency button is and stand where you can reach it.
- Do not engage in any situation/activity that you don't feel comfortable with.
- Be aware of personal space: yours and others. Encroaching on other people's personal space could make them aggressive. If other people are too close to you and making you uncomfortable, ask for more space or move away.

DEALING WITH AGGRESSION

You may find the following pointers helpful:

- Try to stay calm if someone is starting to get angry. Your body language, voice and responses can help to defuse a situation. Take a deep breath and keep your voice on an even keel.
- Offer an angry person a range of options from which they can choose the one they prefer. They will find it difficult to stay angry.
- Do not be aggressive back, this is how anger can escalate into violence.
- You may not be the best person to deal with the problem. Going to get someone else is often helpful, particularly if they can solve a problem that you cannot.
- Get on the same level as the aggressor. If they are standing so should you. It makes you feel less vulnerable and makes it easier for you to get away or fetch help if necessary.
- Keep your balance and keep your distance. Avoid all physical contact.
- Do not let your escape route be blocked. Keep yourself between an escape route and an aggressor so you can get away.
- If the situation is dangerous, then get away as fast as you can. Never remain alone with an actively violent person.
- If you cannot get away, then scream or use a personal alarm.

INCIDENT REPORTING AND RECORDING

All incidents of aggression or violence experienced during any volunteering session should be reported to your named contact in the first instance.

We recognise that a serious incident, even if it results in no physical harm, may cause feelings of fear, panic or despair which could carry on after the incident. We will therefore liaise with the relevant agencies or departments to investigate the incident, seek to resolve the matter and provide appropriate support to you.

In addition to the incidents of a more serious nature, we also recognise that you may face situations in the course of your volunteering which could be upsetting and may affect you in some ways. We encourage you to get in touch with your named contact for debriefing at the earliest opportunity if you feel you have been affected. CLD will also provide regular opportunities for volunteers to meet other fellow volunteers to share their experiences as another source of support.

ACCIDENT AND EMERGENCY

You must report all incidents which resulted or nearly resulted in personal injury to you or others, to your named contact who will ensure that any necessary follow-up action is taken to reduce the risk of the accident or near accident reoccurring.



Volunteer with the children's Friday club

In the course of your volunteering you will have access to confidential information relating to learners, the Council and the business and operation of the Council itself. You must respect this and ensure that you do not divulge any information you gain during the course of your work, or use it to gain personal advantage. You must ensure that all documents in your possession e.g. Learning plans and Learner contact details are kept in a secure manner which no one else can access.

Volunteers are responsible for ensuring the privacy of information held by them on computing facilities. Any information stored about individuals must be in accordance with the Data Protection Act.

All information held on individuals should be considered as private. The ability to read or alter information held on a computer system does not imply permission to do so.

This information is made available in large print or in an alternative format that meets your needs.	
Chinese	欲知詳情，請致電：01382 435825
Russian	Более подробную информацию можно получить позвонив по телефону: 01382 435825
Urdu	مزید معلومات کے لئے براہ مہربانی 01382 435825 پر فون کریں۔
Polish	po dalszą informację zadzwoń pod numer 01382 435825
Alternative Formats	For further information please contact the issuer of this publication

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