

Redbourn Infant and Nursery School

Volunteering Handbook



Volunteer Handbook Contents

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Welcome

Welcome to Redbourn Infants and Nursery School. We are delighted that you have chosen to volunteer with us. Without your support we could not possibly provide the range of services we do or make such a positive difference to so many children's lives. We look forward to your time volunteering with us and hope it will be an enjoyable and significant experience for you.

Jane Byrne
Headteacher

Introduction

This is your guide to volunteering at Redbourn Infants and Nursery School. It includes important and useful information to help make your volunteering a safe and rewarding experience.

Our commitment to you

We are grateful for the time, enthusiasm, skills, knowledge and diversity you bring as a volunteer. In return we are committed to giving you the support and supervision that you need to do your volunteering. We will:

- 1 Give you a warm welcome and provide you with relevant induction and training
- 2 Provide regular supervision and opportunities for you to give feedback
- 3 Work with you to make your volunteering experience rewarding and enjoyable.

Don't forget you can arrange to meet or talk with your class teacher or member of the senior management team if you have any worries or concerns about your volunteering.

Your commitment to Redbourn Infants and Nursery School

Your volunteering can make a real difference to children's lives and learning at school. To help this happen we expect you to:

- Be committed to the tasks you have agreed to do, for as long as you wish to volunteer,
- To work within the policies and procedures summarised in this handbook and explained during induction and training.
- To make an appointment with the office to arrange for your DBS clearance.
- To provide the names and contact details of two people who can be contacted for a reference.

Our Expectations of You

These guidelines and boundaries are designed to help you enjoy your volunteering and do it safely, for yourself and the children. By adhering to these you will be working in accordance with Redbourn Infants and Nursery School's policies and procedures.

The teacher with whom you are working, or a member of the senior management team may give you extra guidelines for your particular role.

- **Respect confidentiality**

Please feel free to tell people that you are a volunteer. However, do remember that volunteering is a position of trust. While you are working with Redbourn Infants & Nursery School's children and parents, you will learn personal information about them. You may also learn information about the school staff and other volunteers. This information **must** be kept to yourself. The information is confidential and should not be shared with others, including family, friends, staff, other parents, other volunteers, outside agencies or the press.

When to share confidential information

If you are worried about something to do with your volunteering, particularly if you think a child or member of staff is at risk, or about to harm someone else, then please talk to the class teacher or a member of the senior management team. This is especially important where children are involved. If someone asks you to keep a secret, then tells you something that worries you, it is important to share this information with the teacher, or member of the senior management team. You should not make promises that you cannot keep or are unauthorized to make.

If you are unsure about confidentiality, please do talk to the class teacher or a member of the senior management team about it.

- **Keep yourself and others safe**

Redbourn Infants & Nursery School works towards a healthy and safe environment for all our staff, volunteers and people who use our services. We will not ask you to do dangerous activities. Please make sure you are aware of the emergency procedures for the area you are working in. Please

also make sure that you are aware of the health and safety regulations to help ensure your personal safety, for example, the fire drill, and any risk assessments carried out in relation to the tasks you are undertaking.

If you see anything that could be dangerous, or a potential risk, such as a wet floor, trailing wires etc. please notify a member of staff so that this can be addressed.

We are not able to check every place you may visit in the course of your volunteering or always be present to supervise you during activities. We do ask you to take care at all times.

Should you find yourself in a violent, or potentially violent, situation, please walk away and immediately tell a member of staff. Your personal safety is our priority.

You can get a full copy of our Health and Safety Policy from the office.

- **Adhere to a professional code of conduct**

By signing the Volunteer Agreement you are agreeing to work within Redbourn Infants and Nursery School's policies and procedures.

- As part of this we ask you to be reliable. If you cannot make an arranged time, please let the school know as soon as possible.
- Please respect people and their views, whatever their background or beliefs.
- We ask you to avoid getting into arguments.
- Please do not give your contact details to any children.
- Do not lend, borrow or give money as this can lead to awkward situations.
- Please do not accept money or gifts if offered as this can lead to misunderstandings.
- Do not give personal advice to children unless you are qualified to do so and you have checked this with the teacher, or member of the senior management team.
- Do not use language or actions that could be seen as aggressive, abusive or discriminatory.
- Do not get involved in sexual or close personal relationships with other parents, staff or children.
- **Please refrain from using your mobile phone.** It should be turned off in school and not even used in the capacity as a camera.
- Respect the school code of dress.

Additional Information

Insurance

All volunteers are covered by Redbourn Infants and Nursery School's Public and Personal Liability Insurance if they are engaged in agreed Redbourn Infants and Nursery School volunteer activity. Your personal property is not insured within this arrangement.

Equal Opportunities

Redbourn Infants and Nursery School is against discrimination and is committed to working equally with people whatever their sex, marital status, race, colour, nationality, ethnic or national origin, religion, disability, age or sexual orientation.

Complaints Procedure for Volunteers

If you find yourself facing difficulties or experiencing problems you should initially talk to your teacher or member of the senior management team who will record this and work with you to solve the problem.

Unfortunately, there are times when the usual channels of supervision and support do not resolve particular problems volunteers may have relating to their role. In such instances you should:

1. Raise the matter with your teacher or member of the senior management team who will contact you as appropriate and give you a written response.

Or

2. If your teacher or the member of the senior management team has been involved in the matter being raised, you should refer the matter to the Head Teacher.
3. A written note of the review will be made and kept and a written response will be given to you.
4. The manager will make recommendations to more senior management about any further action that may need to be taken.

Leaving your volunteering

If you have to finish your volunteering role for any reason it is very helpful to us if you let us know in advance so that there is as little disruption as possible to people who use our services, and to other members of the team.

When you leave we would greatly value your feedback about your volunteering experience. Your Teacher or member of the senior management team will ask you to complete a leaving questionnaire and will also be glad to offer you feedback in a final meeting.

Useful Contacts:

School Contact number: 01582 792341

Email address: admin@redbourninfants.herts.sch.uk

Children's Services: 0300 1234043

Useful Websites about Volunteering

Web: www.volunteering.org.uk

Tel: +44 (0) 845 305 6779

Fax: +44 (0) 20 7520 8910

Email: information@thecentre.org.uk

Declaration

I have read and understood the Child Protection briefing that I have been given by
The Headteacher.

I have made an appointment with the office for DBS clearance and provided the names of two
people who can be contacted for a reference.

Sign..... Date

Print Name:

Redbourn Infants and Nursery
Long Cutt
Redbourn
AL3 7EX

Tel: 01582 792341

www.redbourninfants.herts.sch.uk