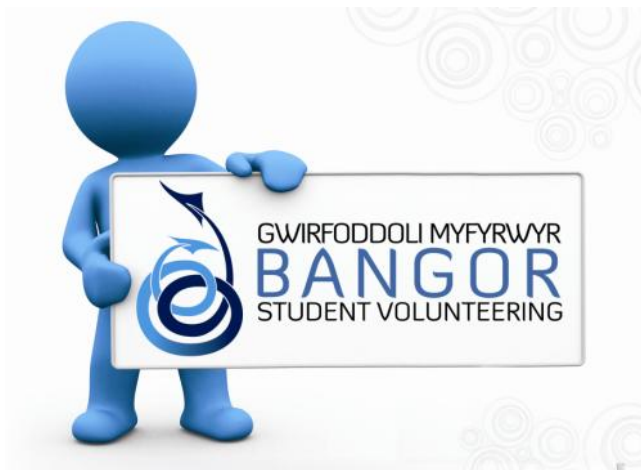




GWIRFODDOLI MYFYRWYR
BANGOR
STUDENT VOLUNTEERING

Volunteer's Handbook 2010-2011



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Welcome to Student Volunteering Bangor



The History of Student Volunteering Bangor

Student Volunteering Bangor (SVB) has existed at Bangor University since the 1960s when a group of students calling themselves 'The Social Helpers' established a community youth club. The Social Helpers went from strength to strength and eventually were to become known as Bangor Student Community Action (SCA) which was our name until very recently when SCA was renamed Student Volunteering Bangor.

SVB is now a department of the Students' Union just like the Advice Centre and Athletic Union. There are currently over 500 members of SVB with over 250 students volunteering on a regular basis. SVB currently puts in over 400 hours of voluntary work into the local community each week.

Our Aims

SVB has a vision that it should be commonplace for students to volunteer whilst they are studying at Bangor and that the University and Students' Union should do everything they can to support, promote and develop student volunteering. We believe that volunteering promotes a close relationship between the university and local community.

Our mission is to empower students to lead their own volunteering projects that are of significant value to the local community so you will find that many of our projects aim to help vulnerable members of society such as elderly people and children from disadvantaged areas. SVB is all about providing opportunities for people.

SVB are so committed to providing the best quality volunteer placements for students and service users that we have recently been awarded the NSPCC Staying Safe Commitment Scheme quality mark and are currently working towards achieving Investors in Volunteers Status.

The Structure of SVB and the SVB Committee

The work of SVB is overseen by the SVB Committee which is made up of elected student volunteers, a Students' Union sabbatical officer, Students' Union staff and members of the local community. The committee meet once a month in term time and make all the important decisions about the strategic direction of SVB and hear reports about the work of the various projects.

In Appendix 12 of Bangor University Students' Union Constitution (which you can view online), you can find further information about the make up of the committee and the structure of the department. You can also learn more about how SVB fits into the Students' Union.



Who's Who?

The Student Volunteering Manager

SVB is managed on a daily basis by Helen Munro, Student Volunteering Manager. It's Helen's main job to make sure that everything that SVB does is safe and well organised and she is there to listen to volunteers and to help solve any problems volunteers might have. Helen is also there to provide support, supervision and management for all the volunteers and Project Leaders. Helen's office is situated on the second floor of the Students' Union.

Email: helen.munro@undeb.bangor.ac.uk

Tel: 01248 388021



The Student Volunteering Administrator

All Student Volunteering records, CRB checks and Millennium Volunteering records are collected and maintained by Teresa Critchlow who is also the Students' Union Advice Centre Receptionist. Teresa can often help out when Helen's not around and when you first start to volunteer with SVB you'll probably find yourself popping in to see her quite often with registration forms and CRB checks.

Email: teresa.critchlow@undeb.bangor.ac.uk

Tel: 01248 388015

Our Projects

The SVB Projects

We currently have 19 community projects

Splodge, Sblat, Sbectrw m and the Red Cross Youth Bus are projects for children and young people. They range from after school clubs which are usually held at the Students' Union once a week. Children get to take part in exciting games, art and craft activities and interesting trips to local attractions.

Out and About (1&2), Contact the Elderly and Tea Parties are projects for the elderly ranging from Saturday afternoon trips out to Christmas and Easter parties at the University.

The Hergest Project (Monday and Wednesday) is run twice a week at Ysbyty Gwynedd's mental health unit. Volunteers befriend patients and carry out therapeutic activities such as art and craft, cooking and gardening.

Ty Newydd and the Women in Crisis Support Project enable students to volunteer with local women's aid and probation service projects.

Beach Clean, The Big Give and Greener Gwynedd are our environmental projects. Beach Clean makes a huge difference to local beaches cleaning up lots of rubbish and shipping waste. The Big Give enables students to donate any unwanted items at the end of term to local charities. Greener Gwynedd enables students to volunteer on local conservation projects.

RAG gives volunteers the opportunity to raise money for local, national and international charities by doing a range of crazy fundraising activities.

The Promotions Team promotes volunteering and the work of SVB to the university community and local community. Members of The Promotions Team also raise hundreds of pounds throughout the year to support the work of SVB.

Dragon Sports takes place at local primary schools every week in term time to offer after school sports activities to children.



Your Rights and Responsibilities as a Volunteer

Thanks first of all, for taking the time to volunteer with us. We understand that making the commitment to volunteer isn't a decision that you will have made lightly so we like to start by clarifying what you can expect from SVB and in turn, what exactly we expect from you.

What you can expect from Student Volunteering Bangor

- To know what is expected of you in your role
- A safe and well organised volunteer placement
- Advice and support regarding your volunteering
- Clear policies and procedures to govern your voluntary work
- To take an active role in SVB
- Information about opportunities, events and activities within SVB
- For personal information being treated confidentially and in accordance with the Data Protection Act
- To be safe whilst volunteering
- To be treated fairly and in accordance with the SVB Equal Opportunities Policy
- To be valued for the work that you do
- To be paid out of pocket expenses by prior arrangement
- To receive ongoing training and support
- To be able to complain

What Student Volunteering Bangor will expect from you

- To honour the commitment you have made to your volunteering placement
- To respect all SVB and Students' Union policies and procedures
- To keep us updated with your progress as you volunteer and keep the project informed of anything that may affect your volunteering
- To give adequate notice if unable to attend or complete voluntary work or if you are going to be late
- Not to commit to a responsibility that you know you may not be able to fulfil
- To tell someone if you are having any difficulty or problem with your work
- To respect confidentiality
- To make every effort to attend training sessions
- To carry out tasks in a way which reflect the aims and values of SVB and not bring its work into disrepute



Training and Support

There are a number of training sessions on offer to volunteers; First Aid and Child Protection to name a few. Depending on the role you will be undertaking, you may require more specialist training. This will all be made clear during your interview and may be carried out by one of our partner organisations.

The Role Description

Before you start volunteering, you will be provided with a copy of your role description which details the purpose and responsibilities of your role. It also tells you who you are responsible to, the training you will be required to undertake and the need for any CRB checks or references.

Training Sessions

Training will usually be delivered by your Project Leader or the Student Volunteering Manager and will more often than not, take place in the SVB Project Room in the Students' Union. We usually arrange training courses in the early evening so as to avoid clashes with lectures or other university commitments. We also try hard to offer more than one chance to attend courses and sometimes spread them out throughout the year.

Support and Supervision

Your Project Leader is always there to listen to any concerns or comments you have regarding your volunteering. Each semester, the Project Leader will offer you the opportunity to meet with them on a one to one basis to discuss how things are going. You can also come along to the Volunteering Office during office hours to speak to the Student Volunteering Manager at any time.

Training Records

SVB will keep a record of your training throughout your time with us. Should you wish to have a copy of your training record when you leave SVB, please contact the Student Volunteering Manager.

References

The Student Volunteering Manager is happy to provide references to all volunteers when you have left SVB. You should contact Helen to organise this when you are applying for jobs or other voluntary roles.

Policies and Procedures

SVB recognises that volunteers will have differing levels of experience. We have therefore implemented a number of policies and procedures to ensure that you gain a positive and rewarding volunteering experience. The policies aim to support and guide you during your voluntary work.

In this section, we've summarised some of the main policies which will effect you. For further information, please contact your Project Leader or the Student Volunteering Manager. All our policies and procedures in their entirety can be obtained from the Student Volunteering Manager and copies are held by all Project Leaders.

Confidentiality and Data Protection

All volunteers are asked to keep any information they come into contact with, confidential at all times. Volunteers are asked not to discuss personal details of any service user with anyone outside of the organisation without permission from the Student Volunteering Manager.

Volunteers can also be assured that SVB holds all personal information under strict legal and ethical obligations of confidentiality. Information that is given in confidence will not be used for any purpose without consent. SVB believes that confidentiality is central to trust between service users, volunteers and staff.

All volunteers should be aware that any breach of confidentiality may be a matter for disciplinary action or provide grounds for complaint or private legal action against SVB by the individual concerned.

Please see the SVB Confidentiality and Data Protection Policy for more information.

Health and Safety

SVB is committed to providing safe and well organised volunteer placements and therefore takes the Health and Safety of its volunteers and service users very seriously. We ask that all volunteers attend a Health and Safety induction when you start volunteering with us. The Students' Union provides insurance cover for all volunteering activities. Volunteers must abide by all policies and procedures and follow all instructions given to them by Project Leaders or the Student Volunteering Manager.

Please see the SVB Health and Safety Policy and Emergency Procedures for more information

Recruitment and Selection

You will most probably have applied for your voluntary role and been interviewed prior to being given a place with SVB. Because we are committed to Equal Opportunities and because very often, there are more people wishing to volunteer than we have space for, we have a strict Recruitment and Selection policy which makes it fair for everyone.

Many people think that because we interview, only those with the most experience get a place. This is not true. We interview for many reasons but mainly because our Child and Vulnerable Adult Protection Policies say we must. We're not looking for experience, we're looking for people who are willing to make a commitment for a whole year, are reliable and are generally enthusiastic and excited about volunteering.

For more information, please see the SVB Recruitment and Selection Policy.

Criminal Records Bureau Checks

In addition to interviewing, we carry out CRB checks on all volunteers who will be working with children and vulnerable adults. A CRB check can take a while to be issued but if you complete and return the form and bring in originals of at least 3 forms of ID as soon as possible, there's no reason why it shouldn't take longer than 4 weeks. CRB checks do not cost you or SVB a penny.

What ID should I bring in and where should I take my CRB form?

For a full list of the ID that we can accept, please go to www.crb.gov.uk

Usually people bring a passport, a photo card driver's licence and a bank statement. You should always use your home address and when you've completed the form, bring it along with your 3 forms of ID to the Volunteering Administrator, Teresa Critchlow, in the Advice Centre, 2nd Floor, Students' Union. You can also bring your forms to the Student Volunteering Manager if Teresa is unavailable.

Expenses

SVB believes that no one should be left out of pocket by volunteering. Firstly, we will always endeavour to arrange for a minibus to take you to your volunteering placement so you avoid incurring travelling expenses.

We also have small pots of money to cover travelling expenses on occasions where the bus is unavailable and you can also claim back money for any materials you may need for your project. Only pre-agreed expenses can be refunded however, so you should speak to your Project Leader or the Student Volunteering Manager in advance of any expenditure.

Please see the SVB Finance and Expenses Policy for more information.

Grievance and Disciplinary

It is inevitable that from time to time, a volunteer may be unhappy with their volunteering experience. When this happens, it's important that you speak to your Project Leader as soon as possible. They will arrange for a meeting with the Student Volunteering Manager. If it's not appropriate to speak to your Project Leader, you can always see Helen directly. We will listen to your complaint or concern and we promise to act upon it as per our Grievance and Disciplinary Policy.

If, following an investigation into a grievance complaint or other occasions when a volunteer has done something inappropriate, it may be necessary for us to take disciplinary action.

Much like employers, we have a warning system and in extreme circumstances, we may cease an individual's volunteering agreement. Our policy is designed to be fair to all parties which is why we often involve other staff from the Student's Union and a Sabbatical Officer in all disciplinary and grievance hearing panels.



Recognition



Recognition

SVB values the contribution made by all volunteers and at the end of each academic year, we throw a big party to celebrate the commitment of all volunteers. During this event we award certificates to everyone for the contribution they have made to SVB during the year. We also make special awards agreed by the SVB committee to those who have made an outstanding contribution and for those who are leaving the university. The Annual review is usually a fantastic night where we get to dress up, eat nice food and say a huge thank you to our amazing volunteers!

Millennium Volunteers

Throughout the year, we also offer all student volunteers the opportunity to take part in the Millennium Volunteers programme which is a UK wide recognition system for young people who volunteer. When you register as a volunteer, you will be given registration forms for MV which you should complete and return to the Volunteering Administrator as soon as possible. Following that, it's simple, you just keep a log of the hours that you spend volunteering or taking part in SVB activities and let us know when you reach 50, 100 or 200 hours. We will then award you with rather lovely certificates for your hard work.

Resources

The SVB Project Room

The SVB Project Room is perhaps our biggest resource. It is situated on the ground floor of the Students' Union and we use it for our children's groups. It can also be used by any other group within SVB volunteers for anything including team meetings, fundraisers, even socials. To book the Project Room, contact the Student Volunteering Manager.

The SVB Minibus

SVB have their very own minibus which we use for as many projects as possible. If you're thinking of starting up your own project or are thinking of using the bus, speak to the Student Volunteering Manager.

SVB Equipment

Over the years, SVB has managed to collect a whole host of things for the projects to use. They include the following:

Portable CD Player and CDs

Portable TV

Playstation 2(along with a number of games including Buzz! and Singstar).

Children's Toys and Sports Equipment

Full Size Parachute

Professional Face Paints

Cooking Equipment

100 Tea Cups and 16 Plastic Mugs

Father Christmas Suit

6 foot Inflatable Reindeer

Tea Urn

Litter Pickers and Litter Hoops

16 High Visibility Vests

Digital Camera

Bingo Machine

Anyone can use the resources, provided it's for legitimate SVB business, just book them with the Student Volunteering Manager.





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