



# RAINBOW HUB

## VOLUNTEER HANDBOOK

Follow your dreams, whatever your ability





# Welcome to volunteering for Rainbow Hub

As a volunteer, you will contribute your time, energy and skills in support of children and young people with physical and neurological conditions from across the North West of England.

You will be helping us to make a positive difference to their lives and the lives of their families, and for that we thank you.

This handbook is designed to let you know how Rainbow Hub Volunteer Programme works and to give you the information which should support you in your volunteer role.

If you need any additional information, please let us know.

We hope you find your volunteering enjoyable and rewarding.

Pauline Clare CBE DL  
Chairperson



## GETTING STARTED

We want to make sure you have everything you need to get started and feel confident and comfortable in your volunteering role with us.

We will provide you with an induction and access to useful materials and information.

## EQUAL OPPORTUNITIES AND DIVERSITY

You will be volunteering in an organisation that is committed to equal opportunities and diversity. This commitment is reflected throughout the organisation's policies and practices.

## RESPONSIBILITIES AND EXPECTATIONS

We want you to enjoy volunteering with Rainbow Hub and we take our responsibility towards you as a volunteer very seriously.

As a volunteer with the charity you will also be an Ambassador for us and, as such we ask that you act appropriately.

## OUR COMMITMENT TO YOU

- To provide induction.
- To provide ongoing support.
- To provide relevant training.
- To match your skills and experiences to a role that suits you and the charity wherever possible, listening to your motivations and aspirations and also any concerns or suggestions.
- To reimburse agreed out of pocket expenses.
- To ensure your health, safety and welfare as a volunteer.
- To provide access to trained members of staff, to support, guide and advise you.

## WHAT WE EXPECT FROM YOU AS A VOLUNTEER

- Commitment and reliability.
- To support, respect and adhere to our organisational practice and policies, including all aspects of safeguarding, equal opportunities, health and safety, data protection and use of our brand.
- To always consider and protect the charity's reputation.
- To act responsibly and within the law.
- To follow the charity's no smoking or alcohol on site policies.
- To raise any concerns you have with the Volunteer Co-ordinator.
- To let us know in good time if you are unable to attend.
- To have a great time volunteering with us.







## DATA PROTECTION AND CONFIDENTIALITY

We take great care to protect your information as part of our data protection responsibilities. As a volunteer, we expect you to protect any personal or confidential information to which you may have access.

## EXPENSES

Volunteers may request reimbursement of reasonable out-of-pocket expenses, such as travel costs and if devoting more than five hours to the charity, a sandwich lunch or equivalent. Payment of reasonable expenses must be authorised by the volunteer co-ordinator in advance. A claim form and receipts will be required.

## INSURANCE

The charity has appropriate insurance in place to cover its volunteers. These include employers' and public liability insurance.

## SMOKING AND SUBSTANCE MISUSE

Any premises we use and our events are smoke free. No smoking is allowed on or near our sites. Volunteers are asked not to smoke when wearing a branded badge or clothing or anything that would identify you with the charity. Volunteering whilst under the influence of alcohol or drugs will not be accepted.

## TRAINING AND DEVELOPMENT

You will have access to training or information to help you successfully carry out your volunteering role with the charity. You will be offered an appropriate induction including information about the charity, its work and the working environment. We are passionate about personal development and will always look to support this for both staff and volunteers.

## RESOLVING CONCERNS

If you have any problems or complaints about your volunteering please talk to us immediately. We take the concerns of our volunteers very seriously and will make every effort to resolve issues.

## WHISTLEBLOWING

If you find that any member of staff or volunteer is behaving in a way that is likely to bring harm to a beneficiary or the charity you should let the Volunteer Co-ordinator or the Chief Executive know immediately.

## FURTHER INFORMATION


You may find the following policies helpful in informing you of our commitment and practice in ensuring we deliver high quality services to our beneficiaries and support to volunteers.


- Safeguarding
- Health & Safety
- Vulnerable Adults
- Whistleblowing
- Data Protection




## RAINBOW HUB

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