



*Building a Better Christchurch Together*

Christchurch Community Partnership  
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## **VOLUNTEER GUIDANCE PACK**

### **FOR VOLUNTEER MENTORS**

**The purpose of this document is to guide those responsible within the Partnership for mentoring or employing Volunteers in:**

- 1. Defining volunteer roles and developing descriptions for those roles;**
  - CCP Volunteer Role Template**
  
- 2. Carrying out a Risk Assessment;**
  - Example Risk Assessment form**
  
- 3. Carrying out the induction process for all new volunteers allocated to them;**
  - Induction of new Volunteers – Mentors' Checklist**
  - Volunteer Induction Checklist**
  - Volunteer Agreement Template**



## 1. DEFINING A VOLUNTEER ROLE AND DEVELOPING A ROLE DESCRIPTION

It is important to remember that each Volunteer Role Description has to reflect a balance between how the Partnership wants to employ the volunteer creating an interesting and fulfilling opportunity for that volunteer. When looking at how you would like to involve volunteers, it is important to consult any existing volunteers to help identify roles and tasks that need doing. You could start by asking them:

- What tasks have you wanted to do but have not had the time for?
- What would you like to see done that no one, currently, has the skills for?
- What could be done to enhance your area of work?
- Are there specific tasks that volunteers could take on that would help?

When identifying roles, remember not to make assumptions about the task; roles that you may consider boring could be relaxing for others. When drafting your Volunteer Role Description, it should remain fairly flexible and not be too formal. It should outline the tasks involved and crucially explain why doing that role will make a successful difference.

Once a Role Description has been given a purpose and goal, it is then important to look at how and when the role will be needed and what considerations and support can be given to the volunteer.

Points to remember when making up your Volunteer Role Description:

- How many hours per week/month do you expect the role to require?
- Is there a minimum commitment required; eg 3 months?
- Does it take place during normal office hours or at weekends or evenings?
- What kinds of skills and attributes do you expect the volunteer to need?
- Are there development opportunities and/or training available to support the role?
- What can a volunteer hope to gain from their volunteering with us?
- Are there any unique details about the role; eg do the volunteers need their own transport?
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[A Volunteer Role Description Template to assist you has been included below.](#)

Once you have completed the Role Description pass it to the Volunteer Executive Officer for comment.

And finally, when you have your new volunteer in place, review their role with them and the Executive Officer after 6 weeks. This will provide you with the best feedback on the success of the volunteer role and encourage potential development and progression for your volunteer which can be recorded in their personal Volunteer Development Log.

## CCP Volunteer Role Description Template

<b>Role Title</b>	
<b>Purpose:</b> Brief description of role	
<b>Location:</b> Where the role is based	
<b>Key Tasks/ Responsibilities:</b> List as many as the role requires	
<b>Reports to:</b> The Project Leader, unless otherwise stated	
<b>Length of Appointment:</b> Include time commitment for first 6 weeks. Is this a time-limited role or is it seen as on-going?	
<b>Time Commitment:</b> Include day(s) worked per week and hours worked per day for the first 6 weeks	
<b>Personal attributes:</b> eg pleasant manner, patient, reliable, etc	
<b>Knowledge/Experience/Qualifications:</b> eg basic IT skills, etc	
<b>Support to be provided:</b> eg specific training, access to Project Leader for questions / assistance, etc	
<b><i>Other categories that might be included in a volunteer role description are:</i></b>	
Licences required: eg Full Driving Licence	Security checks required: eg CRB (DBS) check
Dress Code: eg 'Smart casual' for a reception role	Development opportunities: eg Training for other position, contribution towards DoE award.



## 2. HOW TO CARRY OUT A RISK ASSESSMENT

Risk assessment means taking a systematic approach to looking at what could cause harm to people. By assessing risk you know where potential problems and dangers lie, and can therefore take measures to prevent harm. Organisations have a duty of care towards their volunteers. The Management of Health and Safety at Work Regulations 1999 also place a duty on employers to assess risk to those who may be affected by their activities, which would include volunteers.

The Health and Safety Executive recommend a 5-step approach to risk assessment:

The Process	How you might deal with it
<b>The possible hazards</b> – List anything that might cause harm	Something with the potential to cause injury or harm such as an electrical socket which toddlers might touch; a loose paving stone someone might trip over.
List who might be harmed and how.	Vulnerable people will be the first concern, but able-bodied can slip/trip etc
<b>The RISK</b> – for each hazard evaluate the chance, big or small, of harm actually being done.	How big is The Risk? Would the average adult put their finger in an electrical socket? Would they be likely to fall off a stepladder?
Existing precautions	Are these adequate or should more be done?
Record the measures you will take to deal with them	The first choice is to remove the risk: ie fixing the loose paving stone. Or how you would act to prevent it: ie having a second person hold the stepladder. The third choice is to ensure everyone involved is informed the hazard and receives training where appropriate.

**Complete the attached Risk Assessment Form below.**

**It is important that this process is captured in writing as evidence that it has been undertaken.**

Review your assessment from time to time, and revise if necessary.

### Some Definitions

**Hazard:** Something with the potential to cause injury or damage ie something that could be dangerous.

**Risk:** The probability of the hazard causing harm, combined with the degree of seriousness of the consequences. In other words, how likely, and how bad?

The first step is to isolate an activity, and identify who and what would be involved. This means creating a list of hazards. It helps to involve people actually engaged in the activity. At this point do not think about how serious or trivial the hazard is, just list everything you think could potentially go wrong.

Then comes assessing the actual risk, it may help to break this down into how likely is it to happen and how serious could it be if it did, and then attribute points to each. You can then use the points to see how serious the risk associated with the hazard is.

### An example

You could have a point scale of 1 to 4, with 4 being very likely to happen, or very serious consequences, depending on context.

Hazard: Volunteers tightrope walking over crocodile pools and falling in.

You score: How likely – 4; How serious – 4; Multiplying them you get a level of risk of 16.

Hazard: Volunteers stroking kittens with feather dusters breaking their arms

You score: How likely – 1; How serious – 1; Multiplying them you get a level of risk of 1.

If doing this as a group exercise it can help to use a grid to help visualise the levels of risk for each hazard. The point scoring system gives you a reasonable guide to priorities when taking measures to reduce risk. Having done this it makes sense to set everything down in a table (see separate example). This might list each hazard, the points you have assigned them, the level of risk this suggests, and what steps you will take to reduce risk.

*Please note that this is only one suggested method of risk assessment. Some people prefer not to use such a points system. It would be equally fine to simply list hazards, prioritise them and record the steps taken to lessen risk.*

### Taking measures

**The entire risk assessment exercise is worthless if you do not take actions based upon it.** For each risk identify a measure or measures that will either eliminate the risk or reduce it to acceptable levels. There are many ways of doing this. They largely boil down to three broad categories:

- **Inform** – provide adequate information or training to volunteers.
- **Change** the way you do the activity to avoid the hazard or lower the risk (that is, take physical measures - use safety equipment, increase supervision etc).
- **Stop** the activity, if it is too dangerous even with training and changing the way volunteers work.

Say for example you have identified that volunteers lifting boxes have a high risk of injury. You could:

- Avoid the activity altogether.
- Change working practices – make sure that two people lift one box instead of one.
- Minimise the risk through training – showing volunteers how to lift safely.
- Better supervision – make sure that someone is monitoring how lifting is carried out.
- Ask volunteers if they have a history of back problems, or ask if they believe they are physically fit enough to carry out the lifting.

In practice there is likely to be a combination of the latter 4 measures.

To reiterate, keep a record of the significant hazards, and what you have done to avoid or minimise the risk. Remember point 4 of the HSE risk assessment guidelines.

**Lastly, regularly review the risk assessment, and how the activity is being carried out on the ground! Circumstances do change and people bend rules or get complacent.**

### Example Risk Assessment Form

Date:

Project:

Activity:

People possibly affected by activity:

Task	Hazards	How Likely is it to happen?	How Serious could it be?	Level of Risk	What Action(s) will be taken?

# INDUCTION OF NEW VOLUNTEERS: MENTORS' CHECKLIST

Mentor Name.....Date.....

Ensure that volunteers:

are **welcomed**;

have a **clear understanding** of their volunteering role;

how they will carry it out;

as well as specific information, guidance and support/supervision mechanisms, including:

For Section numbers see Checklist below		Tick when complete
Role Description	Appendix 1	
Induction Checklist	Appendix 2	
Volunteer Handbook	<b>Section 3</b>	
Health and Safety policy	<b>Section 3</b>	
Financial – expense claims process and restrictions	<b>Section 3</b>	
Support and supervision – main point of contact	<b>Section 2</b>	
Problem solving – grievance and discipline procedures	<b>Section 3</b>	
Training and development	<b>Section 3</b>	
Volunteer Agreement	Appendix 3	
Volunteer Development Log		

## Volunteer Induction Checklist

Name of volunteer: ..... Start date:.....

CCP project: ..... Name of Project Leader:.....

### 1. Organisational induction – to be carried out by the Mentor / Project Leader

Mentor and Volunteer to read relevant pages on website at <a href="http://www.christchurchcommunitypartnership.org.uk">www.christchurchcommunitypartnership.org.uk</a>	Tick items explained
Background/history of CCP	
Aims and Objectives of CCP	
Projects supported by CCP	
Organisation Structure Chart	
Volunteer Induction Pack – see website for those documents not in Induction Pack.	

### 2. The Role – to be carried out by the Mentor / Project Leader):

	Tick when complete
Tour of Project work area (first aid kit, fire exits etc	
Contact person/point for concerns, non-availability etc	
Introduction to fellow project volunteers	
Discuss training required/development needs	

### 3. Policies, Procedures and other important documents Mentor / Project Leader

Describe and discuss as appropriate:	Tick when complete
Volunteer Handbook	Emailed.....Given.....
Our Health and Safety Policy	Emailed.....Given.....
Expenses – the process and form	Emailed.....Given.....
Equal Opportunities	Emailed.....Given.....
Training and Development	
Problem-solving – Grievance and discipline procedures	
Data Protection	

**4. Other Policies and Procedures (if applicable) Mentor / Project Leader**

	Tick if discussed OR mark if N/A
Confidentiality	
DBS (CRB) check – only necessary if working with young or vulnerable people	
Opening up/Locking up	
Storage and maintenance of information	
Personal use of resources – phones/internet etc	

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Date induction completed:

Signed: Volunteer:

Signed: Mentor:

Signed Project Leader:



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**Volunteer Agreement – Christchurch Community Partnership**

Name of Volunteer:	
Volunteer Role:	
Project Name:	
Project Leader:	
Volunteer Coordinator:	
Date:	

Dear .....,

Thank you for attending the meeting on ..... with .....

The Partnership is pleased to welcome you as one of its volunteers.

As was agreed your role will be .....  
and your immediate point of contact or mentor for all matters will be.....,  
who is one of our Trustees / Executive Officers / Project Leaders primarily responsible for .....

Please do not hesitate to contact him / her about any day to day queries you may have about your specific volunteering role and me about any other broader volunteering issues.

As agreed we look forward to you starting with us on..... with a 6 week trial period. This will consist of an induction programme, initial training (if required) and a settling in period of voluntary work. After the 6 weeks, your mentor and I will sit down and review your voluntary work placement with the Partnership.

As agreed at our initial meeting, you are able to volunteer ..... hours per week, spread over ..... days (M,T,W,T,F,S and/or S). If you cannot attend or you have a particular problem, please contact your mentor and likewise if you want to change this commitment, please discuss it with him / her or myself.

You have been given a copy of your role description outlining the nature and purpose of the voluntary work. A full induction session will be arranged on your first day to go through our volunteers' handbook, a copy of which you will receive. This will provide you with what you need to know to make your volunteering experience with us a worthwhile and an enjoyable one.

I would like to take this opportunity to outline the expectations of both the Partnership and you, as one of our new volunteers.

**What we expect from you:**

- • You will volunteer at the times agreed or inform us if this is not possible;
- • You will abide by the Partnership’s objectives and its Equality and Diversity, Health and Safety, confidentiality and other policies, as outlined in the volunteer handbook.

**What you can expect from the Partnership:**

- • A full induction and any training necessary to help you carry out your role;
- • Support from your mentor and myself to help you carry out your role;
- • To be treated with respect and in line with the Partnership’s policies;
- • To be provided with reimbursable expenses, and information on how to claim;
- • To be covered by the Partnership’s insurance.

I hope you find this arrangement satisfactory. Your mentor will discuss your role in more detail at induction.

Yours sincerely

**Mentor/Inductor**

**Volunteer**

Signature:

Signature:

Name:

Name:

Date:

Date: