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| Your group logo/nameVolunteer PolicyYour group/charity registration number |
| This policy and guidance will be reviewed annually or if there are any changes in the related legislation or when an incident dictates. This will ensure that this document is current and fit for purpose.  |
| This policy was approved by name of person with authority within the group  |
| Date of implementation |

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**Best practice Agreement**

**1.** **Introduction**

The aim of the group, charity, organisation or individual (for the purpose of this document referred to as ‘group’) is to work with the homeless community and any vulnerable person they come into contact with, while in doing so ensure all volunteers are kept as safe as possible within the guidelines of safeguarding and are clear about their responsibilities on behalf of your group name.

**2.** **Policy commitment**

Your group name is committed to safeguarding volunteers from harm while being able to support locally based services to support the homeless – treating everyone with respect and confidentiality while dealing with any vulnerable/homeless person is a must.

**3.** **Aim of the policy**

The aims of the policy are to:

* Clarify the roles and responsibilities of all parties within scope of the policy;
* Support the promotion of a safe environment and a culture of care in which the rights of vulnerable people are protected and respected;
* Promote best practice in how volunteers interact with vulnerable adults while providing community based services;
* Develop clear guidance and procedures for those volunteers working with vulnerable people and ensure through training and support that they are aware of these and able to implement them;
* Provide a framework for developing partnerships with appropriate external bodies e.g. Manchester City Council, Greater Manchester Police, NHS, Specialist homeless drug/medical/housing services and Social Services Departments where appropriate, to ensure that the policy continues to reflect legal and best practice requirements in respect of the responsibility of care of vulnerable people.

**4.** **Advisory guidelines to follow**

* **It is advised that all volunteers complete an application form, have references checked and have completed an induction session or training on;**
	+ Safeguarding/Protection of vulnerable adults
	+ Confidentiality
	+ Health and Safety
	+ Volunteer roles and responsibility (general and specific)
	+ Brief introduction to the group (your group name)

The above can be covered by the training options outlined on the Street Support standards section [Toolkit Training Options](https://streetsupport.net/manchester/standards-toolkit/training/)

* It is advisable that volunteers be over the age of 18, this is due to the complexities of the homeless community and possible risk associated with this role.
* It is advisable that volunteers do not put themselves in any additional risk by offering lifts, offering places to stay within their own home or revealing personal information such as address or phone numbers.
* It is advised that volunteers of your group name leave valuables at home when volunteering. There have been incidents of volunteers being the victim of theft and street robbery.
* It is advisable not to lend cash to anyone. There have been reported incidents of volunteers being threatened when unable to provide more cash or cigarettes.
* You must stay in 3’s as a minimum, your group name have your safety as priority. Stay together and trust your instincts.
* Do not take anything home or offer to dispose of anything. If anyone asks you to take old clothing or hold onto anything for them politely say no, there is the risk of needle scratch and lice etc.
* BE AWARE there are some people who may not be so genuine so, don’t be afraid to say no. Always call for backup if in doubt. Remember you can call the police.
* Do not make promises. The people we work with may have been let down by society and possibly their family.
* New items can become currency on the streets and could put a rough sleeper at risk of attack or theft.
* All information shared during a service is confidential; breaching this could put your position within your group name at risk. Any sensitive information should only be shared with your team leader who will decide whether any further action or information sharing is needed.
	+ See the confidentiality policy about sensitive information, but rule of thumb ‘If in doubt, check with a team leader or co-founder’s’.
* Don't go to areas other than pre-arranged sites. Not only are you putting yourself and the rough sleepers at risk but also your group name too.
* No photos, names or videos to be taken other than by the Team Leader with the authorisation of the people concerned. The team leader is the ONLY one allowed to take photographs with permission. No photo's, videos or names are to be mentioned on your own pages in any social media site. The people pictured might have fled from abuse or have children and don't want their details and face plastered on the internet. Please be respectful.
* Refer all issues or concerns to the team leader immediately. Especially if you are concerned about the vulnerability of a service user/guest, be it through intoxication, age or presentation at your service. YOU MUST TELL someone if you have a concern.
* Be respectful of yourself, the people you work with and each other. There is nobody better than anyone else or more important than the person stood next to you whether that be another volunteer, member of staff or someone you are working with.

**5.** **Scope of the Policy**

The policy is in respect of your group’s name and their responsibility towards:

* Vulnerable people defined, for the purposes of this policy, as anyone who may be in need of community care services and who may be unable to take care of themselves or protect themselves from significant harm or exploitation.
* The paid staff and volunteers of your group name who have dealings with vulnerable people and who are required to act in a position of trust and to act responsibly and within the law.
* The paid staff and volunteers of your group name who, while not required to act in a position of trust, will come into contact with members of these groups on a regular basis during the course of their work.
* Paid staff, volunteers and other workers involved in the provision of your group name services.

**6.** **Review**

This policy and the guidance will be reviewed annually or whenever there is a change in the related legislation or when an incident dictates. This ensures that these documents are up to date and fit for purpose.

The review will be the responsibility of the team leader or co-founder’s.

**7.** **Clarifying Role Agreement between Volunteer & your group name**

Discuss with your team leader with regard to your specific role, the job description is verbal but can be put in writing should you require.

You can email a request for description via insert email address.This request should be responded to by your group name within 48 working hours.

Please can you confirm receipt of this policy via enter the preferred method here; email, in writing, via a closed private group etc…

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| Name | Signed  | Date |
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