



# Volunteer Handbook

**Spire View Housing Association /  
Roystonhill Community Hub**

## **Introduction**

Welcome to Spire View Housing Association (SVHA)/Roystonhill Community Hub). Thanks for choosing to volunteer with us. Volunteers play a vital role at SVHA/Roystonhill Community Hub, and we are extremely grateful for your time, commitment and efforts. We recognise the responsibilities of volunteering and strive to do the best we can to make your volunteer experience enjoyable, productive and rewarding. You will be able develop your transferable skills whilst helping lots of people to deal with a range of issues. We have created the following guidelines to help you during your time with us.

## **About SVHA/Roystonhill Community Hub**

Spire View Housing Association is a community-controlled Housing Association and registered charity. Our mission is to provide locally based high quality, affordable housing and services which will contribute to the well-being of the community we serve. We have a strong track record in delivering a diverse range of wider role and community engagement projects, in response to the needs of our local community. This has included environmental and financial inclusion projects such as tenancy support, financial capability and money advice. The most significant project to date has been the creation of the new state of the art Roystonhill Community Hub, which completed in the Summer of 2019. The new Hub has become the focal point for many other services and activities including our Aspire Digital Space project which aims to enhance the digital skills of our community, improve employability and access economic benefits. Most recently, SVHA appointed a Volunteer Co-ordinator to establish and implement a Volunteer Development programme at the hub which aims to help participants to progress to further training and employment'.

## **Commitment**

We expect our volunteers to perform their volunteer duties to the best of their ability. We would like volunteers to at least commit to either a morning or afternoon once a week. We are flexible in relation to your volunteer hours - recognising your need for holiday time and your other commitments.

## **Boundaries**

We expect that staff and volunteers may sometimes encounter clients in a personal capacity – as friends, family or colleagues. In this situation, please take care to avoid any apparent conflict of interest.

## **Reliability**

We require our volunteers to meet time and duty commitments, except in exceptional circumstances, or to provide adequate notice so that alternative arrangements can be made. Please inform us in advance if you are unable to attend, or if your planned holidays or circumstances change so other arrangements can be made.

## **Recruitment and selection procedure**

SVHA/Roystonhill Community Hub recognise the positive value of diversity, promote equality and challenge unfair discrimination. We always aim to recruit the person who is most suited to the role and welcome applications from people of all sections of society.

## **Training**

We are committed to providing adequate information, learning opportunities and assistance for the volunteer to be able to meet the responsibilities of the volunteer role.

## **Expenses**

We will only reimburse expenses **incurred** after prior agreement. Tickets and receipts must be provided to claim the expenses showing the agreed cost and dates. All expenses must be kept to a minimum, for example you must use the cheapest form of transport.

## **Confidentiality**

Volunteers must adhere to the SVHA/Roystonhill Community Hub's rules and procedures, including record keeping requirements and confidentiality. Client information is kept private unless required to disclose by law. If you have any concerns about confidentiality speak to your SVHA/Roystonhill Community Hub named contact.

## **Data Protection**

This is in accordance with Data Protection law, including the requirements of the General Data Protection Regulations (GDPR). Personal information about volunteers is kept securely and no personal information will be shared with other organisations or individuals without the consent of the volunteer, unless legally obliged to.

## **The Role of SVHA/Roystonhill Community Hub Volunteers**

Our Volunteers provide an essential support to SVHA/Roystonhill Community Hub. As a volunteer, you should only carry out tasks that are outlined within your role description. If you feel that you are being asked to carry out duties that go beyond those outlined in your description, then discuss with your named contact.

## **Code of conduct**

As a volunteer, you are important to the SVHA/Roystonhill Community Hub and are a representative of our organisation to the wider community. Our volunteers should be open and honest with their dealings at SVHA/Roystonhill Community Hub and keen to uphold the aims/ principles of the organisation and support our Equalities Policy (available on request). We expect you to conduct yourself in an appropriate ethical manner and abide by SVHA/Roystonhill Community Hub's relevant policies when dealing with visitors, board members, staff, volunteers, clients and members of the public. Clear, professional boundaries are important for staff, volunteers and service users. They enable us to carry out duties according to agreed expectations and ensure that everyone receives the same quality of service.

## **Dress Code**

No football strips and other items of clothing with language/brands/symbols or logos that may cause offence should be worn.

## **Equality**

We are committed to our Equalities policy and encourage participation of all those involved at SVHA/Roystonhill Community Hub. We believe that no job applicant, board member, staff, volunteer or client should receive less favorable treatment than another on grounds of age, disability, gender reassignment, marital or civil partnership status, pregnancy and maternity, race, religion or belief, sex or sexual orientation. There is no situation in which the SVHA/Roystonhill Community Hub will discriminate unfairly.

## **Support/ Coaching**

Support is always available. Volunteers receive support throughout induction, training and volunteering. Each volunteer has a named person who is their contact whilst volunteering.

## **Problems within your role**

If issues arise, we will ensure you are supported by your named contact. If you don't fully understand your role or if you think that you have been asked to do something that is not part of your role, speak to your named contact. We will follow up on any feedback or questions you may have regarding your involvement as a volunteer. We aim to resolve any issues or difficulties fairly. In the event there is an unresolved problem, we will discuss the issue in accordance with the relevant policies.

**Mistakes**

We all make mistakes! If you think you have made an error, please inform your named contact immediately.

**Volunteer Development**

As a valued volunteer we do our best to develop your volunteer role with us. At SVHA/Roystonhill Community Hub we encourage our volunteers to access further training and development opportunities.

**Health and Safety**

As a volunteer you need to be aware of health and safety issues. We will provide you with adequate training and ensure you know what to do to stay safe. We ask all our volunteers to adhere to any Health and Safety requirements. Please carry out your duties without endangering you or others' health and safety and inform us of any personal health or safety issues that you may have.

**Accidents**

All incidents and accidents should be recorded in the accident book.

**No Smoking (including e-cigarettes and vaping)**

Smoking of any type, including vaping, is not permitted within SVHA/Roystonhill Community Hub's premises or while carrying out activities.

This document was originally drafted on 23rd September 2020 and is annually reviewed taking into consideration any changes in laws and regulations.  
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