

The Glenmore Trust



Volunteer pack

Thank you for applying to become a volunteer with the Glenmore Trust.

To provide the highest quality service for the individuals we support we need you to complete an application form and CRB application.

Within this pack you will find all the information you will need to work as a volunteer with the Glenmore Trust. The pack will help you understand the work of Glenmore Trust, what we expect from you and what you can expect from us.

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We hope you enjoy volunteering with us. If you have any questions or if any problems arise, then please do let us know so we can help you. We would like to thank you for your time and commitment and for the valuable contribution you will make to the Glenmore Trust.

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1a. Introduction to The Glenmore Trust

'The Glenmore Trust is totally committed to the principle that people with learning disabilities have the right to participate in ordinary life, to be treated with respect and valued as people first and foremost'

The Glenmore Trust aims to provide residential and domiciliary support which enables people with a learning disability to live as independently as possible in the community. The Trust was formed in 1988 as a partnership between Social Services, East Cumbria Health Authority, Impact Housing Association and the Mencap Societies from Carlisle and Penrith. The Trust is a Registered Industrial and Provident Society, established exclusively for charitable purposes, and has a Management Committee who has overall responsibility for the management of the Trust.

Support Services

We provide a range of high quality services including:

Residential Services

The Trust has three registered care homes, two in Carlisle and one in Penrith. The home in Penrith is our respite service that offers short-term breaks. Our registered Care Managers and support teams provide a high level of support to enable individuals to live as independent a life as possible. Actively promoting the maintenance and development of skills toward greater independence, community integration and accessing social opportunities. Being a registered care home means that these homes are registered with the Quality Care Commission (QCC).

Community Support Service

Registered as a Domiciliary Care Agency, The Trust provides support to people living on their own, or with their families. The type and frequency depends on individual requirements, and includes personal care. Wherever possible clients work with the same members of staff, to ensure not only a consistent approach, but to develop relationships. The support teams work mainly on a one-to-one basis with the client, and they receive close supervision and support from a manager and Team Leader.

Supported Tenancies

A number of our service users live in their own homes, as joint tenants or home owners, yet require a comprehensive package of support and care. The Trust works closely with these individuals and their families to ensure they are able to not only live as independently as possible, but to be an active part of the community.

Respite Service

The Glenmore Trust offers a superb respite facility The modern four bed bungalow is fully accessible to people using a wheelchair. It offers respite care for up to three adults with learning disabilities, and is registered to provide support for one individual with a physical disability. The respite service also offers an emergency bed facility,

1b. The Heathlands Project

The aim of the project is to support and provide training and development for People with disabilities.

The project offers support, care, encouragement, development and qualifications on a non-residential basis for those with disabilities, particularly learning disabilities. The majority of members live in Carlisle whilst some travel from as far as Penrith to access the facilities we offer. The project caters for adults, members range in age from 18 to 64.

The project is an accredited ASDAN centre (qualifications specifically designed for people with disabilities) It also runs accredited courses in partnership with The Open College Network. Heathlands also offer a range of non-accredited programmes to meet the interests of members. Members attend the project on a daily basis and we work with them to meet their individual ambitions which may range from employment, to increased independence or individual specific interests.

The Heathlands Committee is made up from members with an elected Chairperson and is represented on the main management Committee. The Heathlands Committee guides the future development of the project and helps to ensure that the project is run for, and by, members

2. Volunteer Job Role

Key Tasks and Responsibilities

To assist with personal care for individuals as needed, which on occasion may include help with washing, dressing, toileting and feeding.

To enable individuals to make full use of local community facilities and accompany them on holiday if required,

There may be occasions when you need to assist with the safe storage and administration of medication if necessary.

To input into the necessary records relating to both the service and individual.

To ensure compliance with all Glenmore Trust policies and procedures.

Attend all training and qualifications as deemed necessary for your role.

To drive vehicles provided by both the Glenmore Trust and the people we support, subject to Trust policy.

Promote and be responsible for a healthy and safe environment by following policies and procedures, complying with the Health and Safety at Work Act 1974.

To work proactively to market and make the Glenmore Trust attractive to service users and potential service users. Build positive links with external individuals and groups.

To play an active role in the continued expansion and reputation of The Glenmore Trust.

Any other reasonable duties as deemed appropriate for your role.

In Accommodation Services you will encourage individuals to be fully involved in the running of their home, including cooking, cleaning (communal and individual areas), shopping, washing, ironing, etc. In some instances, depending on the level of need, you may be required to carry out these tasks for individuals rather than assist them

Hours / Day

Your agreed hours and day(s) to help The Glenmore Trust will be discussed for mutual convenience.

Location

Your place of voluntary work could be Carlisle, Penrith, Wigton or Heathlands, this will depend where you live and where you want to volunteer.

Support System

You will be allocated a Volunteer Co-ordinator who will offer you support and agree tasks on a day-to-day basis. If you have any problems on a day-to-day basis then you should speak to this person. The Social Inclusion Officer will have supervision with you, which will be mutually agreed.

Benefits

The benefits for volunteering for the Glenmore Trust include experience in volunteering with individuals with learning disabilities, learning new skills, opportunities for training, reimbursement of out of pocket expenses, gain confidence and gaining a reference for future volunteering or paid work. Volunteering for the Trust could help you decide if support work is for you and let you gain experience in the field to go for future jobs.



3. Person Specification

To be shortlisted for an informal interview to volunteer or befriend for the Trust, you must indicate throughout your application form how you meet at least 4 of the essential criteria listed below.

	Essential	Desirable
Qualifications	Basic level of literacy & numeracy.	NVQ in Care (Level 2 or 3) or other qualifications related to the role. Learning Disability Qualification.
Experience	Communication with different people at different levels. Interest in various activities and hobbies such as swimming, art and craft, fell walking, football, theatre, books etc.	Specific experience related to the role Previous experience in volunteering with people with disabilities
Skills	Good communication skills Including listening skills. Able to complete written records as necessary. Ability to support individuals in everyday living and community skills, including cooking, cleaning, using buses, shops, restaurants, etc and to include practical skills, such as money handling. An ability to create good relationships between yourself and other people	Able to use sign language, e.g. Makaton. Full driving licence & access to a car.
Attitude and Personal Attributes	Be able to demonstrate an open and approachable attitude. Ability to work on own initiative as well as part of a small staff team. To be reliable and trustworthy	A good sense of humour A willingness to share your interests and hobbies with others

4. Volunteer Agreement

This Volunteer Agreement describes the arrangement between the Glenmore trust and you. We wish to assure you of our appreciation of you volunteering for the Trust and will do the best we can to make your volunteer experience with us enjoyable and rewarding.

Volunteers are an important and valued part of the Glenmore Trust. We hope that you enjoy volunteering for us and feel a full part of the organisation.

This agreement tells you what you can expect from us, and what we hope from you. We aim to be flexible, so please let us know if you would like to make any changes and we will do our best, to explore your request.

Your role as a volunteer is to support people with learning disabilities to live as independently as possible and live a fulfilling life. Your work is designed to offer additional flexibility as to the logistics of small working groups in the Carlisle and Eden Area. The Glenmore Trust commits to the following:

4a. Induction and Training

- To provide thorough induction on the work of the Glenmore Trust, its staff, your volunteering role and the induction and/or training you need to meet the responsibilities of this role.
- To ensure you are aware of The Glenmore Trust policies and procedures.
- Travel expenses to training will be reimbursed at 25p per mile.

4b. Supervision, support and flexibility

- To explain the standards we expect for our services and to encourage and support you to achieve and maintain them
- To provide a Volunteer Co-ordinator who will be responsible to support you on a day-to-day basis, who will provide you with your tasks and will be available to help you with any issues that arise.
- To meet with the Social Inclusion Officer regularly for supervisions to discuss your volunteering and any successes, issues and your personal development

4c. Health and Safety

- To provide adequate training and feedback in support of our health and safety policy.

4d. Insurance

- To provide adequate insurance cover for volunteers whilst undertaking Voluntary work approved and authorised by us.

4e. Equal Opportunities

- To ensure that all volunteers are treated fairly, with respect and in accordance with our equal opportunities policy.

4f. Problems

- To try to resolve fairly and promptly any problems, grievances and difficulties you may have while you volunteer with us
- In the event of an unresolved problem, to offer an opportunity to discuss the issues in accordance with our complaints procedure.

5. Reimbursing Expenses

Volunteer Expenses

Expenses do not constitute a payment: therefore will not affect benefit payments so volunteers can receive reimbursement of any reasonable out-of-pocket expenses, e.g. a bus fare for travelling to and from your home to Glenmore Trust. You will be required to keep your receipts for any expenses for example bus fares, car parking, meals etc and keep a record of what expenses have been paid, so if there are any queries they can be clearly shown that the organisation is reimbursing money rather than making a payment.

To claim your expenses you need to complete an Expenses Claim Form, which can be found in your handbook. If you run out of these forms, inform your key person and they will arrange for you to have some more. This form is to be used to record expenses you incur while volunteering for The Glenmore Trust for which you wish to be reimbursed. Once you complete this Expenses Claim Form then give this along with your receipts to your key person who will then arrange for payment.

Reasonable expenses that we authorise are:

- Travel expenses to and from the place of volunteering from home, either at a fixed mileage rate or by reimbursing bus fares.
- Car parking fees if volunteers need to park their car whilst volunteering.
- Travel expenses from the place of volunteering to another place of voluntary work if not using Glenmore Trust transport.
- Specialist clothing where this is required.
- Social activities expenses, i.e cinema or bowling etc.
- Refreshments, tea, coffee etc
- Lunch and evening meal allowance as per County Council guidelines.

Travel Expenses

The cheapest form of transport must be used when ever possible. If in the event of having to use your own car, then a claim of 40p per mile will be reimbursed. For any training attended a claim of 25p per mile will be reimbursed.

Note:

All expense claim forms need to be signed off and verified.

We will not authorise fixed penalty parking fines or any other motoring related fines.

6. Confidentiality

The Glenmore Trust aim to ensure that we as an organisation respect confidentiality. Volunteers need to keep information confidential, to respect the privacy of service users, other volunteers and staff and that you use all information gained in the course of your role in a responsible manner.

Volunteers will be given information on a need to know basis. Please take some time and read through the confidentiality policy.

7. Volunteer Induction and Training

Everyone can benefit from training. When you start it may be a whole new learning experience or may build on your existing skills and knowledge. You will receive induction and on-going training in order to carry out your role appropriately. After initial training, your on-going training needs will be assessed and discussed with you. Your key person will plan with you any identified training needs.

8. Supervision

Supervision is an ideal opportunity for your key person to talk to you on a one-to-one basis to find out how you are enjoying your volunteering. When you have supervision a supervision form will be completed with your key person and you will receive a copy of this.

It can be used to identify where you may need more support, where training needs can be identified, ideas from yourself in how you would like to develop yourself and how you are getting on with other volunteers or staff in the organisation. Supervision is about managing how you are carrying out your volunteering role. It helps to monitor your performance, helping to evaluate your role and being able to recognise and deal with any problems. Supervision can be used to provide a framework for discussion and to highlight change and priorities.

Support on a day-to-day basis is useful to identify and resolve any problems. It also helps you to develop and have an opportunity to express yourself if you do not feel comfortable with a situation. Please do always ask for any help you may need.

There will also be a review which will take place every 12 months of volunteering.

9. Volunteer Rights and Responsibilities

The Glenmore Trust recommends that Volunteer' rights are as follows:

- Volunteers will receive an organised induction programme when they start volunteering. This will include information on the organisation and the role of the volunteer.
- Individuals will be given a volunteer description of what they might be expected to perform.
- Support and supervision will be available and this will provide volunteers with the opportunity to develop skills, discuss difficulties and training needs.
- Volunteers can make claims for expenses incurred in the course of their voluntary work.
- Volunteers are entitled to receive a reference for the voluntary work they have undertaken.

Volunteers' responsibilities

- Be reliable
- Work within the aims and objectives of the organisation, including following policy and procedures
- Be honest if there are any problems or difficulties
- Respect confidentiality
- Treat all people equally and with dignity and respect
- Meet time and duty commitments
- To attend training and support sessions when agreed
- To keep themselves safe and others at all times

10. Policy Documents

Listed below are 7 key policies that you should initially familiarise yourself with.

- Health and Safety
- Equal Opportunities Policy
- Grievance Procedure
- Confidential (Whistleblowing) Policy
- Confidentiality Guidelines
- Safeguarding vulnerable adults (external and internal policy)
- Complaints and grievance procedure

If you have any questions or require further information about the policy documents then please speak to your key person.

