



# Volunteer Handbook

**ALL** ages | **ALL** conditions | **ALL** family members



# Welcome!

We are delighted to welcome you on board as a volunteer at SensationALL and are extremely grateful for your help! We hope that you enjoy the time you spend with us.

This handbook contains the information on procedures and guidelines for all volunteers and expands upon the information you were given in your initial induction.

If you have any questions please ask the Volunteer Coordinator ([volunteering@sensationall.org.uk](mailto:volunteering@sensationall.org.uk)).

*Katie McNutt*

Chief Executive Officer

# What makes us SensationALL?

SensationALL provides therapy-based activities and specialist support for children and adults living with any support need or disability.

As our name suggests we aim to be ALL inclusive; providing support to ALL age groups, ALL conditions and ALL members of the family.

We know that for so many, getting a diagnosis can be lengthy and stressful. Our services require no formal diagnosis as we know timely intervention is essential.

We want to create a community where our users feel they belong and where they can share experiences and access advice.

We  
provide:

**play  
sessions**

**social  
groups**

**practical  
support**

**specialist  
advice**



# The *impact* of volunteering

There are so many benefits to volunteering. As a volunteer you will be making a real difference to people's lives and to the charity.

## For you

Our volunteers say they benefit from volunteering in a number of ways including: improved mental health, improved employment prospects, gaining new skills, meeting new people and making a difference.

## For

## SensationALL

SensationALL benefits hugely from our volunteering network; from gaining a diverse set of skills, increasing what we can deliver and bringing new ideas, all while saving the charity money.

## For our service users

As a volunteer in our groups and services you are supporting our service users to feel: more confident, more resilient, less isolated and part of a community where they feel they belong.



# Our volunteer *promise*

All volunteers are hugely valued by us and we fully appreciate that you are giving up your own time to help us help so many families across the northeast.

However, there are expectations that both our volunteers and SensationALL must agree to in order to ensure you are happy and that we keep our work in line with regulations.

## *What to expect from us*

Volunteers can expect the charity to:

- explain the mission, roles and activities of SensationALL
- inform you of whom you are answerable to
- include you as part of the team
- give you access to training relevant to your role
- inform you of whom to talk if there are problems or difficulties
- value you and thank you for your contribution
- give you constructive feedback on your role
- provide safe working conditions with adequate insurance cover
- not ask unreasonable requests
- cover any costs you incur as a result of volunteering

## *Our expectations of you*

SensationALL expects that volunteers will:

- sign in and out of our premises
- wear your volunteer badge and/or t-shirt when on shift
- adhere to SensationALL rules, procedures and standards including the Confidentiality and Data Handling Policy
- act in SensationALL's best interests
- not make public statements about the charity without permission
- work co-operatively with our staff
- be reliable; giving as much notice as possible if not available or running late
- carry out the agreed project, task or role satisfactorily
- give constructive feedback and ask for support if needed
- be accountable and accept constructive comments
- take part in training relevant to their role as a volunteer

# Standards we follow

During your induction, it will be explained that we need you to complete some paperwork before you can begin your volunteering role. Depending on what role you are doing, the paperwork will look different.

For those volunteers working in our groups, we require you to complete a number of forms and checks to ensure that we meet our safeguarding standards.

These forms and checks will include:

## *Confidentiality & Data Handling Agreement*

This outlines our rules and regulations regarding confidentiality and handling of all data related to service users, staff and volunteers. A copy of the agreement must be signed by all volunteers.

## *Disclosure Scotland checks (PVG)*

For all volunteers who will be working in our group sessions a PVG (Protecting Vulnerable Groups) application will be submitted to Disclosure Scotland to carry out a background check. This is mandatory and is free for all volunteers. We will support you in submitting your application.

## *Minor consent form*

For those volunteers under 16, we require a parent or guardian to complete our minor consent form to ensure they are in agreement with the role the young person is taking on.



# What resources are available?

Depending on your volunteer role, there will be different levels of training that we will expect you to complete in order to carry out your role safely.

We also offer access to our in-house neurodiversity workshops for those volunteers who are support our groups and sessions so you can learn more about the best ways to support our service users.

## Safeguarding

All volunteers working in our groups will be expected to complete mandatory safeguarding training. It is very important that you know what to do if you think there is something that indicates abuse, discrimination or potential harm.

## Neurodiversity training

Once you have settled into your volunteering role in our groups, you can gain access to our suite of specialist neurodiversity workshops that take a deep-dive into things like sensory processing and challenging behaviours which will help you in your role.



# Supporting **you in your role**

We want to make sure that carrying out your role is as easy as possible.

## Expenses

If you incur any costs as a result of volunteering, we will reimburse you. Reasonable costs include travel expenses and mileage costs.

Claims must be made by completing one of our expense claims forms and the payments are processed once per month in line with our payroll dates. If you have any difficulties with completing the form our volunteer coordinator will be able to assist.



## Communicating with us

Your main point of contacts will be our Volunteer Coordinator about your role will be our Volunteer Coordinator and/or the Service Team Lead. You can reach out to them to let them know if you cannot attend a session or if you have any issues in regards to your role.

Our Westhill office is usually manned Monday to Thursday 9.30am-4.30pm, although due to the flexible nature of our services we cannot guarantee someone will be in the building so it is advised to make an appointment if you want to speak to someone in person.

## How to reach us

[volunteering@sensationall.org.uk](mailto:volunteering@sensationall.org.uk)  
01224 746699

[info@sensationall.org.uk](mailto:info@sensationall.org.uk)  
01224 746699

# Practical information

## Car Parking

We have parking on site. Please following the arrows for the correct entrance and exit. Please reverse park where possible.

## Fire Safety

The fire Alarm tested weekly and you will be informed if there is to be test while you are in the building. The designated muster point at the far side of the playpark on Westhill Road.

We do not expect volunteers to take responsibility for any service users. In the instance of an evacuation, follow the instructions of staff, leave all personal belongings, and do not re-enter the building until a Fire Warden or a Fire Officer have confirmed it is safe to do so.

## First Aid

We do not expect volunteers to carry out first aid during the course of your volunteering. if there is a first aid incident, it is your duty to inform a member of staff who will then provide appropriate treatment.

## Toilets

Toilets are located on the ground floor in the Westhill office. A disabled toilet is in the corridor between the blue and yellow rooms (equipped with a changing table and portable hoist).





## Thank you!

We are so grateful that you are keen to get involved in volunteering for SensationALL!

Our volunteers mean the world to us and we hope that you will have a rewarding and worthwhile experience.

**01224 746699**

**[volunteering@sensationall.org.uk](mailto:volunteering@sensationall.org.uk)**

**[www.sensationall.org.uk](http://www.sensationall.org.uk)**

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