



Greenside School
Learning Achieving Together

Volunteer Procedure

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1. Introduction

“A Volunteer is a person who voluntarily offers himself or herself for a service or undertaking willingly and without pay”.

The value of well-deployed volunteers in schools is widely recognised. At Greenside School, we welcome and encourage volunteers with their range of skills and experience they provide and recognise they can enhance the learning opportunities of learners, helping the learners reach their full potential. Greenside has no doubt that the school benefits greatly from volunteer support and appreciate their time and commitment they bring to our school. It is important to remember that when a person is acting as a ‘Volunteer’ they are not a paid member of staff, therefore must be treated accordingly and respectfully. All employees must make all Volunteers feel very welcome and treat them with the utmost respect at all times. A “Thanks” goes a long way. A volunteer gives up their own personal time – this must be appreciated.

This policy will provide a clear statement on the correct engagement and deployment of volunteer support throughout the school. It will also indicate and highlight correct protocols of how Greenside will maintain procedure through a high standard of training, communication and a safe working relationship.

Greenside Volunteers can include:

- Parents
- Current midday supervisors and cover staff
- Former employees
- People who work part time
- People who have time on their hands and want to offer their time or ‘give back’
- College students
- School Governors

Types of activities the volunteers engage in, on behalf of the school, may include:

- Swimming
- Assisting in or outside the classroom
- Accompanying school outings
- Assisting school events



Role of the Volunteer

All Volunteers must be respectful of learners and staff. Ensure that they do not affect the smooth running of a class or lesson. They will also be required to be as reliable as possible within their agreed commitment day/time. The Volunteer will be required to follow the school's Safeguarding Policies and practices. The Volunteer may be asked to attend supervisory meetings with a member of the Senior Leadership Team.

Volunteer Co-ordinators

Michael Levy (Pool Manager) oversees the pool volunteers. **Dawn Brown** (Deputy Head) oversees the class volunteers and safeguarding elements of all volunteers at Greenside. Their roles are to implement this Policy and to ensure all aspects of Application, Induction, Training and Placement are overseen. This will be in collaboration with the Business Manager / Office Manager regarding specific checks in place prior to starting. The Pool Manager and Assistant Head will maintain communication with the Volunteers throughout their duration at Greenside to ensure their general welfare and role as a 'Volunteer' is being maintained.

2. Selection Process

Becoming a Volunteer

When a potential Volunteer approaches Greenside School with regards to offering their assistance, they will undertake a procedure to ensure correct and safe protocols are implemented

Informal Meeting

Upon receiving the Application form, the Volunteer Co-ordinator will arrange an informal meeting. This is to ascertain whether the applicant is committed and feels comfortable with the placement. It will also allow the Co-ordinator to judge their character, experience and personal qualities to suitably provide a suitable placement that will help both the applicant and Greenside. The interview will also allow time for the applicant to ask any questions. APPENDIX 1.

The Informal Meeting may not necessary for current/former staff or former volunteers.

3. Swimming Pool

The vast majority of volunteers are based at the swimming pool. They will undertake a separate Pool Induction, provided with Pool Policies and information regarding the learners/class they will be assisting. They will also be permitted to 'observe' a session prior to participating. The Swimming Pool Manager/Instructor or an experienced adult will work with the Volunteer in the water during their first pool session to ascertain competency, safety and confidence. More training/assistance will be provided for a few weeks specifically to the individual.

4. Classrooms

Volunteers will be taught and guided by the Class Teacher/Tutor how to interact and assist the learners and how to assist with particular activities to help enhance their learning objectives. The Class Teacher/Tutor will ensure the Volunteer is fully aware of learner needs and the 'Class Health & Safety File'. Staff must ensure they acknowledge a volunteer is a 'Volunteer', therefore treated as one and not taken for granted and given the same responsibility as an employee.

5. Insurance

Volunteers are covered under the insurance from Herts County Council – details regarding this are found: http://www.thegrid.org.uk/info/healthandsafety/visits/documents/herts_cc_policy_summary_2015.pdf



6. Confidentiality

Volunteers in school are bound by a code of confidentiality. Any concerns that Volunteers have about the learners they work with / come into contact with should be voiced with the Swimming Instructors or class teacher / lead and NOT parents/carers of the child / persons outside school. Comments regarding learners' behaviour or learning can be highly sensitive, and if taken out of context, can cause distress to the parents/carers of a child if they hear about such issues through a third party rather than directly from the school. Volunteers who are concerned about anything another adult in the school does or says should raise the matter with the senior leaders in school (a whistleblowing policy is in place on the school website).

7. Safeguarding, DBS & Supervision

A Volunteer must complete and await approval for their **Enhanced** DBS check, prior to starting at Greenside. Any differentiations i.e. DBS from similar environment, learners, work experience, training etc will be required Head Teacher / Business Manager approval.

Ian Sabin is responsible for ensuring all volunteers receive safeguarding training / understanding.

Safeguarding / Child Protection Policies are found on the school website:

<https://www.greenside.herts.sch.uk/Safeguarding.html>

All volunteers work under the supervision of a swimming instructor for the pool or teacher/lead for the classroom. Swimming instructors, teachers/leads retain ultimate responsibility for learners at all times, including the learner's safety, behaviour and the activity they are undertaking. Volunteers should have clear guidance from the designated supervisor as to how an activity is carried out/what the expected outcome of an activity is. In the event of any query/problem regarding the pupil's understanding of a task, behaviour or their welfare, volunteers must seek further advice/guidance from their designated supervisor. Teachers will be made aware of this policy and of their responsibilities within it.

There are occasions at the swimming pool where a learner may require a toilet or situations where a volunteer may momentarily be alone. The Swimming Pool Manager has permission from the Head Teacher to make this judgement as required, taking into account the volunteers experience and competency. A new volunteer should not be left with this responsibility.

Anyone wearing a 'Red Lanyard' are not be permitted in the changing rooms or left alone with a learner in any circumstances.

Where Volunteers are recruited by an external organisation or come from another school or college, it is important that the school obtain assurance from that establishment to ensure they are who they say and are properly vetted.

Volunteers should **not** be asked to carry out duties which:

- Put their own personal safety at risk
- Involves assisting learners who present challenging behaviours
- Involves assisting who have a high risk of medical needs
- Normally fall within a Class Teacher or Teaching Assistants responsibility

Where a volunteer is also a member of staff in another role, at the point of volunteering, it is important staff should not take advantage of their volunteering aspect.



8. Training & Support

All volunteers should undertake training and support for the role they are taking on.

For the classes – this should be provided by the teacher / lead.

For the pool – this will be provided by the swimming instructors, with a set program in place. This will include observing a session, spotter training, working alongside an experienced adult for a few sessions. The swimming instructor will monitor the training and decide when the volunteer is competent and ready to work without a second adult as support. Additional training will be provided as necessary. All pool volunteers follow the instructions of the swimming instructor and fully supported as an 'on-going' basis.

9. Health & Safety

The Volunteer Co-ordinator will ensure that Volunteers are clear about emergency procedures and evacuation points.

Volunteers are advised to be familiar with Greenside's Health & Safety Policy together with other current school policies, which are found on the school website:

<http://www.greenside.herts.sch.uk/information/School%20Policies.html>

Volunteers (non-employees) are not permitted to be aware of the mains door access codes.

Any Volunteers under the age of 18 will require a Risk Assessment.

10. What Greenside can offer

As much as volunteers support Greenside, equally we feel we can offer much in return, through a very rewarding role, training or knowledge, this includes:

- Training options include: safeguarding / hoist / moving & handling, first aid
- Pool training
- Experience and knowledge from all Greenside staff
- Safety awareness
- Communication (including sign language)
- How to enhance learner's full potential
- Enjoyment of working in a rewarding and positive environment
- Friendly working environment
- Awareness of risk assessments / health & safety
- Supporting learner's health, personal care and well-being
- Learning how to encourage independence and progression



New Volunteer Informal Meeting – Pool (Appendix 1)

Date of Meeting			
Manager		Position	
Applicants Name			
Contact Number			
Email Address			

Questions

How did you hear about us?						
What areas are you interested in?	Swimming Pool*	Tick	*Can you swim?	Yes / no	Classroom	Tick
What are you currently doing?						
Why are you interested in becoming a volunteer?						
What age groups / abilities would you prefer?						
What qualities / experience can you can bring to Greenside?						
Is there anything you would you like to gain from volunteering?						
Do you know any staff or learners at Greenside?						
Do you have any medical needs that we need to support you with?						

What is your availability?

Monday		Tuesday		Wednesday		Thursday		Friday	
AM	PM	AM	PM	AM	PM	AM	PM	AM	PM

Do you have any questions?

Additional Information

Recommendations:	
Applicant approved?	
Manager signature:	



New Volunteer Approval & Induction Process (Appendix 2)

Interest Stage	
1. Informal meeting	
2. School tour	
3. Volunteer to meet Head Teacher/ SLT, Office Manager	
4. Business / Office Manager to issue & begin process:	
a) Volunteer Pack (which includes an application form)	
b) DBS information & arrange meeting to start DBS application	
c) Medical Questionnaire	
d) Referees contacted, read & retained	
5. Observing a session (one-off)	
Starting process	
1. Business /Office Manager confirmed checks and paper work received	
2. Contact volunteer to arrange a start date, pool induction	
3. Business /Office Manager informed of start date	
4. Volunteer introduced to reception team & shown signing in process	
5. Volunteer picture taken & lanyard arranged	
6. Volunteer introduced to the class/staff they will be assisting	
7. Health & safety induction	
8. Training process arranged and commences	
9. Safeguarding training arranged	
10. Volunteer Code of Conduct provided	
11. Moving & Handling Training (if required)	
12. 2-3 weeks review, to ensure everything is going well	



Volunteer Code of Conduct (Appendix 3)

(Copy provided to volunteer)

All volunteers are expected to maintain high standards of behaviour and conduct when undertaking any volunteering activity at Greenside School. We have a great deal of admiration for your volunteers and view this as a partnership in achieving the best outcomes for all our learners.

General

- Treat all learners with respect
- Provide an example of good conduct you wish others to follow
- Be welcoming, engaging, fun, patient and supportive
- Understand our staff are trained and have knowledge of learner's specific needs
- Encourage independence as much as possible
- Acknowledge our learners have a voice (communicating on their own individual way)
- Support Greensides policies, procedures and guidance's

Relationships with learners

Adults will conduct themselves in a professional manner in their relationships with learners, including not overstepping the boundaries into personal contacts outside school, unless the child is already known to them in another capacity (which management need to be aware of).

Physical contact with learners in the pool

Most of our learners at Greenside pool require physical support due to their ability, confidence and safety. The Swimming Instructors will train and guide all adults of how to physically support learners. Learners should be encouraged and taught to be independent as much as their ability, confidence and behaviour permits. All adults should keep their hands visible and be aware how they are supporting someone.

Intimate care

Staff and volunteers are taught how to change / support personal care. Learners encouraged to be independent as much as their understanding and ability permit. Volunteers are in changing rooms with staff, they should only be left alone momentarily under the approval of the swimming instructors taking into account their competency and experience.

Therapeutic Thinking & Behaviours

Steps training is a Herts County Council approved course that staff undertake annually to learn methods of recognising distress and trigger points. The training allows staff to avoid situations arising, de-escalation and methods/strategies set to the individual to maintain safety. Staff should intervene upon any situations arise relating to behaviours and apply their knowledge and training as necessary.

Learners must not be forced to do something. Encouragement and distractions work well to support positive outcomes. Volunteers are not expected to work with learners that display more challenging behaviours. Our behaviour policies are found on our school website.

Learner's images and use of the internet

Volunteers should use school cameras, iPod etc belonging to the school only when taking images or videos of learners.

Confidentiality

- Adults working in school may have access to sensitive information about children. This information should be treated confidentially.
- Volunteers working in school should inform a member of staff if they have concerns about a child and should not approach the child's parent with this.

If you have any concerns about how your actions may be interpreted, please report them to the designated safeguarding lead.



Other Information (Appendix 4)

(Copy provided to volunteer)

Absences

- Please be as reliable as possible, this supports our learners with consistency
- Please let your designated contact know as soon as possible if you are going to be absent.

Term Dates

We close during school holidays, please check our website for latest information relating to any additional closures such as inset days. <https://www.greenside.herts.sch.uk>

Lanyards

Volunteers are requested to wear a 'Volunteer' lanyard. A pictured one will be ordered at the earliest opportunity.

Safeguarding

Safeguarding posters are displayed throughout school. Greenside's Designated Safeguarding Lead is **Ian Sabin** (Deputy Head).

Evacuation Procedures

There are call points throughout school to raise an alarm. Greenside's Evacuation Procedures are available to read & can be sent via email to you.

First Aid & medical

- There are a large number of first aiders throughout school for learners and adults (posters displayed)
- Nurses are on site for learners' medical needs and more serious first aid situations
- Staff are trained on epilepsy
- If you have a medical need or injury, please speak to your designated co-ordinator, as a risk assessment may be required

Personal Belongings

Personal belongings are left at your own risk. It is important you are mindful what you bring in to school.

Smoking

Greenside has a "No Smoking" policy. This includes the school grounds, such as the car park.

Doors

- The front doors must not be left open unattended. Please ensure you wait at the door until the lock has engaged. Should a learner attempt to get out whilst it is open call for assistance immediately
- Most doors have codes or high handles – this is to safeguard our learners. If you go through a door, please ensure it is shut before walking away (our learners can recognise if a lock has not engaged correctly)
- Be mindful of entering codes when learners are around. There are a number of learners that given the opportunity would remember a code you entered
- Do not allow someone unfamiliar to follow you through the front doors. Please check with reception if you are unsure who they are.