



# **Volunteer Handbook**

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# Foreword

## Welcome to Kibble.

Firstly, I would like to thank you for offering the gift of time by volunteering with us at Kibble.

At Kibble we greatly appreciate the contribution made by our Volunteers and, we know from experience, that our young people benefit immensely from your support.

In return we hope you will find the role rewarding through the satisfaction you will gain from making a difference to our young people and also the experience and training you will receive with us which will help with your own personal development and career opportunities.

At Kibble, our values are respect, ambition and belonging. By joining as a volunteer, you are part of our team, dedicated to making a positive difference and creating lasting connections. As a courageous and innovative individual, you have the drive to make change. Through building relationships, based on trust, each of us at Kibble come together to provide the highest standard of trauma-informed care to our children and young people in a loving setting, giving them happy experiences, good memories and a sense of belonging.

**Jim Gillespie**  
Chief Executive

# Contents

<b>About Kibble</b>	4
<b>Our Mission, Vision and Values</b>	5
<b>About Volunteering at Kibble</b>	6
The definition of volunteering	6
Criteria of a volunteer	6
Benefits of volunteering	7
The voluntary roles available	7
Expectations	7
<b>The Journey of a Volunteer</b>	8
The selection process	8
Starting to volunteer	8
Ending volunteering	9
<b>Training requirements</b>	9
<b>Vital Policies</b>	9
<b>Essential Information</b>	11
Health and Safety	11
Expenses	11
Insurance	11
Accidents or Incidents	11
Emergency Contact Details	11
Confidentiality and Data Protection	11
Social Media	13
Concerns and Serious Situations	13
Conflict of Interest	13
College and Volunteering	13
Related to a Young Person or a Member of Staff	13
Applying for Internally Advertised Posts [Employment] at Kibble	13
Reference Requests	13
Taking on additional volunteer work	13
<b>FAQs</b>	14
<b>Contact Us</b>	15

# About Kibble

Kibble is a specialist child and youth care charity and social enterprise. We empower young people through care, education and therapeutic supports. Many of the young people we care for have experienced significant trauma in their lives and Kibble offers dedicated care and support to help them move forward. This includes residential and community support, as well as dedicated schools and wellbeing services.

We provide a safe, stable environment that is both nurturing and therapeutic. With a robust support network and wide range of integrated services, we offer young people opportunities and encourage them to believe in themselves, feel a sense of belonging, and realise their own self-worth.

## Our Services

- Kibble provides a range of integrated services to support children and young people.
- Residential Care
- Secure Care
- Education
  - Forest View Primary School
  - Miren Academy, the Safe Centre School
  - Goudie Academy, the Open Campus School
  - The Skills Academy
- Intensive Fostering Services
- Housing Support
- Specialist Intervention Services (SIS)
- Interventions for Vulnerable Youth (IVY) Project
- St Mirren Football Club Partnership
- Puddle Lane Early Learning and Childcare Centre
- Adult Services

# Our Mission, Vision and Values

## Mission

Empowering lives and fulfilling potential through care, education and opportunity.

## Vision

Transforming lives, families and communities.

## Values



### respect

Building relationships on integrity, compassion and trust.  
Accountable and responsible use of resources.



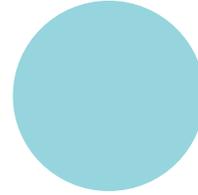
### ambition

Courage to keep improving and innovating.  
Creating positive opportunities from everyday experiences.



### belonging

Inspired by our shared purpose, proud to be included.  
Making a positive difference and creating lasting connections.



# About Volunteering at Kibble

## The definition of volunteering

- Volunteering is the commitment of time and energy for the benefit of society and the community and can take many forms. It is freely undertaken and not for financial gain.
- Volunteering is not paid work and should not be seen as the promise of a job.
- Volunteering at Kibble cannot be used as a substitute for college placement or similar.

## Criteria of a volunteer

There are no formal qualifications or experience needed, unless the role you are applying for specifically asks for this, which would be detailed within the relevant adverts.

We are looking for ordinary people who can relate well to young people, and who have a genuine interest in their wellbeing. In return you will have the opportunity to access training, develop new skills and gain satisfaction through contributing to a young person's development.

**If you have any hobbies, skills or even a great idea that you feel Kibble or our young people would benefit from just let us know, these are always welcome.**

## Benefits of volunteering

- Access to Kibble's free staff meals whilst volunteering
- Free parking
- Essential training
- Sense of achievement
- An opportunity to gain hands-on, valuable experience
- Access to Employee Counselling Service

**"Whilst I do not underestimate how difficult this role may be at times, if at the end of a year I can look back and know that I have helped even only one person, this would be a reward itself."**

- Volunteer Gordon

## The voluntary roles available

Kibble has a wide variety of volunteering opportunities, from within our Care and Education Services, to our Support Services departments. If you come to volunteer with our young people, your role will be a Volunteer Children's Worker, which encompasses both Care and Education. When starting, you will be supported throughout your time with us and paired with a named member of staff who will advise you and keep you right.

Training and guidance will be provided and there are also opportunities for further training or to try different volunteer roles should you wish.

### Care

The care roles are based within our young people's houses and involve participating in day-to-day activities. Volunteers support staff and managers by looking after young people and joining in with activities, ranging from watching movies to going on outings. After a period of time, once friendships have been established, there may be an opportunity for volunteers to become a Befriender to a young person.

**"Volunteering and catching up with the kids is the highlight of my week now. To hear them talk about activities we have done to other people, is such a motivational boost."**

- Volunteer Alan

### Education

Within Education the voluntary role can vary from helping within the classrooms, supporting young people with their classwork, to assisting Teachers with running the class.

### Expectations

You can expect from us:

- Provide you with a clear explanation of what you will be doing and why.
- Explain the standards we expect and to encourage you to maintain them.

- Provide a named volunteer mentor who will guide and support you in your role.
- Provide an induction and any training to help you carry out your volunteering.
- Try and resolve fairly any problems or difficulties you may have while you volunteer with us.
- Welcome your feedback, good or bad, so that we can improve what we do.
- Reimburse you for travel expenses, in line with our volunteer policy.
- Keep you updated about volunteering opportunities and developments at Kibble.
- Invited to the Volunteer Group through Microsoft Teams. The support group is made up of previous and existing volunteers to share ideas, tips and ask questions.

In return we ask you to:

- Respect our aims and values.
- Perform your volunteering role and responsibilities as outlined in your volunteer agreement and role description to the best of your ability and to attend all ongoing training required.
- Maintain good relations with other volunteers, our staff and our young people.
- Work safely, both for your own sake and others.
- Be motivated to volunteer – because you have a genuine interest in young people.
- Acknowledge that volunteering at Kibble is not an automatic route into a job, or into a college course.
- Be willing to commit time and effort to support a young person.
- Have a great attitude that is encouraging, supportive, helpful and kind.
- Have an open mind and is dependable.
- Keep all the information they learn about individual children at Kibble confidential.
- Conduct yourself in a professional manner, with dignity and courtesy toward everyone.
- Follow Kibble's policies and procedures.
- Let us know as soon as possible if you can't attend for your volunteering role or you no longer wish to volunteer

**"I have watched a young person become more confident as the weeks have went on and it really has been amazing to see. Volunteering for me has been extremely rewarding."**

- Volunteer Allena

# The Journey of a Volunteer

## The selection process

It is important that, in any area of Kibble, the right volunteers are selected for the right role in terms of temperament, skills, motivation and ability. As Kibble is an organisation that works with young people who have a complex mix of social, emotional, behavioural and education needs, it is important to carefully explore people's motivation not only for volunteering, but also in volunteering to work with young people.

The purpose of our selection procedure is to build up a picture of prospective volunteers. It is also intended to decline to accept any person who is unsuitable.

Training and induction require a time commitment and certain aspects of training are mandatory. There is also an expectation that Volunteers will undertake online training and classroom-based training.

- Step 1** All enquiries will be acknowledged. You will be emailed an Expression of Interest Form to complete to let us know what areas you are interested in volunteering in and to tell us a little bit about yourself. We try to do regular cohorts when the demand is there for more volunteers. You will be contacted at this stage to ascertain your availability and if you are still able to/wish to volunteer.
- Step 2** You will be sent an application pack containing an Application Form, Equal Opportunities Forms, Self-Declaration Form and Role Description.
- Step 3** Should your Application be successful, you will be invited to a panel interview with the Volunteer Coordinator and two members of Kibble staff. You will be notified either way of the outcome and given a reason why if you are unsuccessful.
- Step 4** If successful, we will contact your two referees and you will require to become a member of the Protecting Vulnerable Groups scheme (PVG Scheme). Having previous convictions will not automatically disbar you from working at Kibble (with the exception of offences against children or other vulnerable groups) and every case is taken on an individual basis.
- Step 5** You will be required to complete mandatory online training courses prior to taking up your role. Depending on the service/house you volunteer in; you may be required to undertake further mandatory training before starting by attending a classroom-based course. This will be explained to you at interview.

## Starting to volunteer

Prior to starting your volunteering role, you will be given the opportunity to meet with the house/department manager to discuss your role and to visit for a tour.

You will be paired with a dedicated named staff member within the house or service where you are placed. It is important that you are well-briefed on the role you are to carry out. Your named staff member will oversee your work and give you guidance as and when required.

It is important that you take direction from your named staff member and other staff who are there to guide, help and support you.

You will also be supported by the Volunteer Coordinator who will contact you at regular intervals to discuss any training and support needs you may have, and, to discuss how you are progressing with your volunteering.

The first three months of your volunteering is on a trial basis. This allows both Kibble and its Volunteers to review their progress and make decisions accordingly.

**“At the beginning I was finding it difficult to tell how well I was engaging with the kids, but after a week they were happy to see me and asked to do activities straightaway.”**

– Volunteer Alan



### **Volunteer Agreement**

You will be issued with a Volunteer Agreement to read through and sign with the manager of your house/service. This agreement is not a contract, nor does it imply an employment relationship. The agreement is not intended to create a legal relationship. The purpose of the agreement is to clarify the reasonable expectations of volunteers and Kibble.

If you wish to volunteer in another service or area you will be issued with a new agreement outlining your new role and expectations.

### **Ending volunteering**

If you decide volunteering is not for you or your circumstances change, that's absolutely fine, you are under no obligation to continue volunteering with us. We would ask though, if you are volunteering with a young person that you give as much notice as possible to allow for our young people to adjust to the change. We have an Ending Volunteering worksheet we will provide you with for guidance.



# Training requirements

Volunteers are required to complete online mandatory training such as Fire Safety, Manual Handling, Child and Adult Protection. Each course varies in length, and we recommend you do them over a one-to-two-week period, but they should all be completed prior to commencing your volunteer role. For Children's Worker roles there is a mandatory classroom-based course which covers Befriending and the theory of Safe Crisis Management.

We aim to make all new volunteers feel welcome and the Volunteer Coordinator is on-hand to help. We may arrange additional training throughout the lifetime of your volunteering.

# Vital Policies

We ask you familiarise yourself with all relevant policies before volunteering with us.



# Essential Information

As a Kibble volunteer you will be expected to familiarise yourself with our policies and procedures. Once you have been selected to volunteer, these will be accessible through Microsoft Teams Volunteer Group

## Health and Safety

We are committed to ensuring the health, safety and welfare of our volunteers. We want to make sure that you are aware of and understand the health and safety risks associated with your role. We will provide you with the appropriate information, instruction, supervision and training required to enable you to work safely while volunteering at Kibble.

## Expenses

Volunteers are entitled to be reimbursed for travelling expenses from their home to their place of volunteering should they wish to do so. All travel expenses must be submitted on the expense claim form provided, signed by the manager of your house/service and submitted to the Volunteer Coordinator on monthly basis. Kibble will only reimburse expenses from public transport and use of own car.

Volunteers will be reimbursed for outings and not be out of pocket; volunteers will be given money and asked to bring back change and receipts.

The only money received from volunteering will be to cover expenses.

## Insurance

All Volunteers are covered by Kibble's insurance policies.

## Accidents or Incidents

All accidents and/or incidents must be reported immediately to the house/service manager and before leaving for the day.

## Emergency Contact Details

Details of who to contact in the event of you becoming unwell will be given to the relevant manager. These details are for emergency use only.

## Confidentiality and Data Protection

Kibble Education and Care Centre is registered as an information controller with the Information Commissioner's Office. This means that they have undertaken to store and use all information we hold in a responsible way in compliance with the Data Protection Act 2018 and all associated legislation.

As a volunteer you may become aware of confidential information about Kibble, its staff, and young people. You must not disclose this information or use it for your own (or another's) benefit. We will store and maintain volunteers' personal data with appropriate safeguards for confidentiality. Please inform us of any changes in your personal details.

## Social Media

To minimise risk to our young people and to protect their privacy, we politely ask you not to make any mention of your volunteering or anything connected with volunteering on social media sites. A copy of our Social Media Policy will be made available to you.

## Concerns and Serious Situations

### Concerns

We aim to treat all our volunteers fairly. If you have any problems concerning any aspect of your volunteering, please speak to the Volunteer Coordinator at any time.

### Serious Situations

Where a volunteer acts in a way that poses a risk to young people, other volunteers, staff members or visitors or which indicates dishonesty, or where a volunteer seriously breaches confidentiality regarding the work of the Centre or information about young people, this will be regarded a serious situation. In such situations, the volunteer may be asked to stop volunteering at an early stage in the above process.

## Conflict of Interest

There are several ways in which Conflicts of Interest can arise and these can determine whether you can continue Volunteering at Kibble, or, what service you can Volunteer with.

## College and Volunteering

Volunteering/volunteer hours cannot be used as a substitute for placement or counted towards any requirements of educational study. Volunteers cannot be on placement at Kibble and Volunteer at the same time.

Whilst it is okay for a Volunteer to be here and be at university/college at the same time (but not for placement), the primary motivation for Volunteering at Kibble must be a genuine interest in the welfare of young people.

## Related to a Young Person or a Member of Staff

You must let us know if you are related to any member of staff or young person at Kibble.

## Applying for Internally Advertised Posts [Employment] at Kibble

The primary motivation for volunteering at Kibble must be a genuine interest in the welfare of young people; therefore, volunteering should not be seen as the promise of or a shortcut into employment at Kibble.

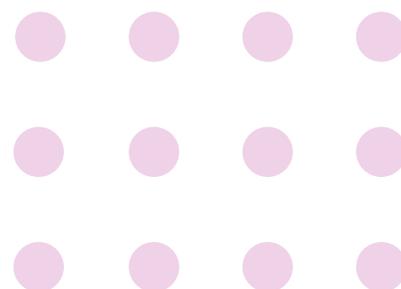
In order to be considered for an internally advertised post at Kibble, Volunteers must have been actively volunteering for a minimum period of three months. If a Volunteer would like to be considered they must, in the first instance, contact the Voluntary Service Co-ordinator who will advise on the process and liaise with HR.

## Reference Requests

The Volunteer Co-ordinator will be happy to discuss providing references in line with Kibble Policies. Please note that in-depth references can only be provided up until 6 months from when volunteers cease volunteering. After 6 months, and similarly, for those who volunteered for 3 months or less it will only be confirmation of volunteering dates and role.

## Taking on additional volunteer work

In addition to Volunteering at Kibble you may wish to volunteer with another organisation; it is important that you check with the Voluntary Co-ordinator that there is no conflict of Interest. For Example, it is a Conflict of Interest to Volunteer at Kibble and be a Children's Panel Member.



# FAQs

## How much time do I need to give for volunteering?

This is entirely up to you and how much time you have to volunteer, with the exception of those claiming benefits. It may be as little as 1 hour per week depending on what your role is. We would ask for care roles that you make a commitment of at least 6 months to enable you to build relationships with our young people.

## Can I still claim benefits?

Volunteering can often improve your job prospects by providing useful work experience. If you are in receipt of Welfare Benefits, it is your responsibility to inform the relevant person at Department of Works and Pensions/Job Centre Plus. Guidelines on this topic are available from the government website: <https://www.gov.uk/guidance/volunteering-and-claiming-benefits>.

## What should I wear when volunteering?

At Kibble it is important to dress appropriately and sensibly. There is a Dress Code that you will be asked to adhere to. If you are volunteering in our Safe Centre, certain clothing items cannot be worn such as scarfs, hooded jackets and jumpers. A complete list is available within reception on your arrival to advise you what items cannot be taken through to the Safe Centre.

## What if I am sick or unable to make it in?

If you are unable to come into Kibble to volunteer when scheduled, please let us know by email or telephone as early as possible. The main telephone number for Kibble is 0141 889 0044. When you call, ask the receptionist to either put you through to the house/service where you volunteer, or, if this isn't possible, ask that a message be passed on. Remember that a young person may be looking forward to your visit, and a phone call will help ease any disappointment.

## Do you have designated smoking areas?

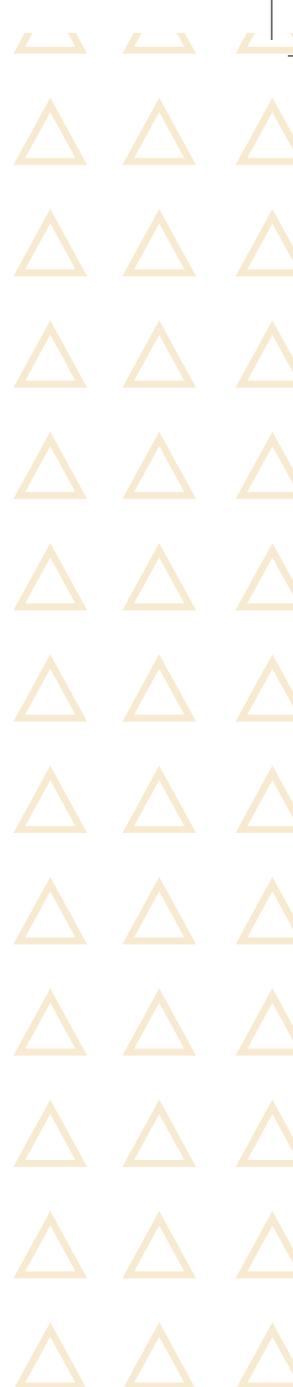
No, Kibble has a Tobacco-Free Policy. Please see the full policy on the intranet.

Adults / Employees are not permitted to:

- smoke or vape in front of children and young people at any time
- smoke or vape when at work (including outside case conferences, reviews or meetings) or during paid working hours
- purchase or give cigarettes or NVPs to any young person, regardless of age
- give a young person tobacco, tobacco products, NVP's or smoking paraphernalia
- provide a young person with a lighter/light their cigarette
- use tobacco or NVPs as a reward for a child's behaviour or means of engaging with a young person

Employees are asked to ensure they do not:

- bring tobacco, NVPs or smoking paraphernalia products to work
- come to work smelling of smoke
- disclose to any of our children that they smoke, vape or have in the past
- smoking or vaping during working hours





## Contact Us

Our Volunteer Coordinator, Joan McGoogan is responsible for all our volunteers and can be reached by: -

**Telephone:** 0141 889 0044

**Email:** [volunteering@kibble.org](mailto:volunteering@kibble.org)

**Website:** <https://www.kibble.org/work-with-us/volunteering/>

**Kibble**

Goudie Street Paisley PA3 2LG

t: 0141 889 0044 w: [www.kibble.org](http://www.kibble.org)  @KibbleCharity

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