

IRISH COMMUNITY CARE
CÚRAM POBAIL ÉIREANNACH
MANCHESTER

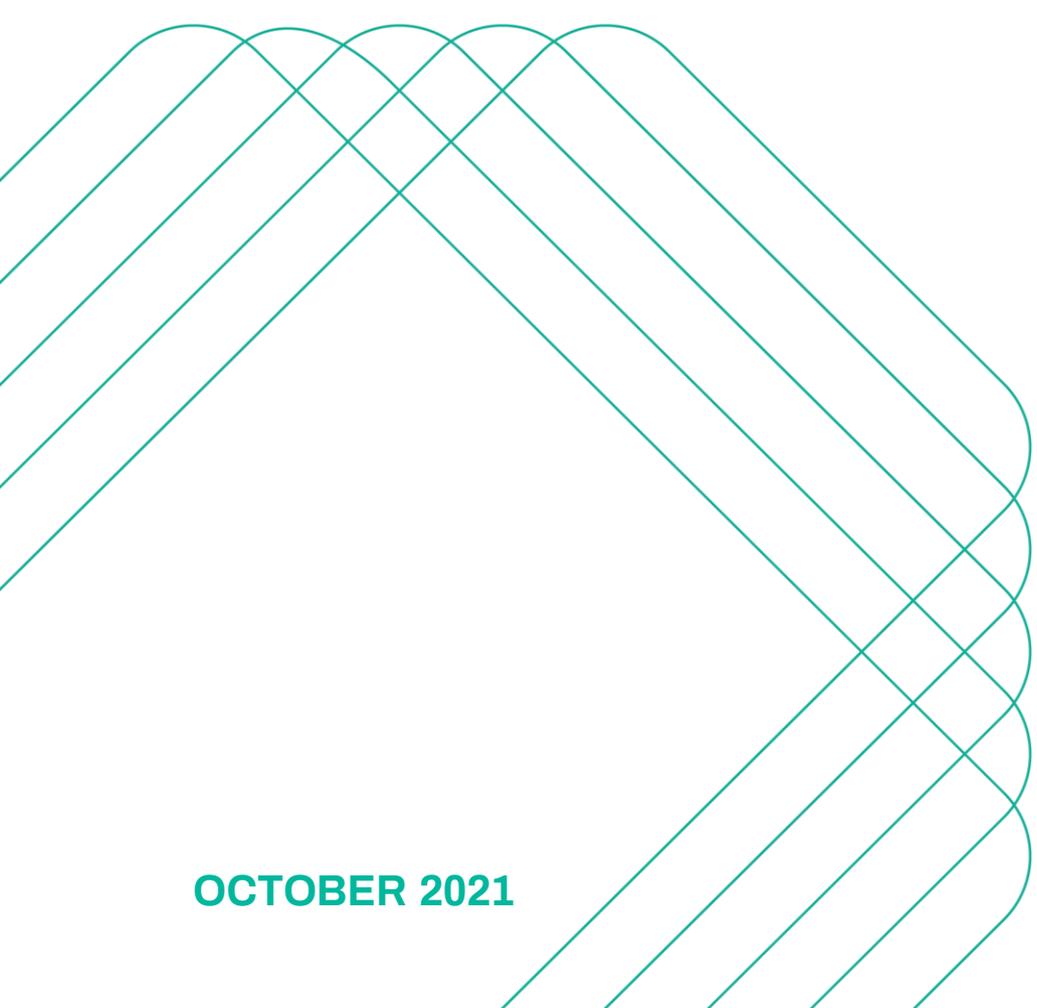
VOLUNTEER HANDBOOK

OCT 2021





Irish Community Care
Cúram Pobail Éireannach
Manchester



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WELCOME FÁILTE

A Message from our Chair

As Chair of the Board of Trustees at Irish Community Care Manchester, I am incredibly proud of the work that our charity delivers supported by our Volunteers. At Irish Community Care we value our volunteers for the range and amount of support given and this would not be possible without the contributions of everyone who gives their time, freely, reliably, and professionally. When the charity was started in 1987, it was our Volunteers who we relied so heavily on, and because of their efforts Irish Community Care was built up from nothing, serving the needs of the Irish community in Manchester whenever and wherever they could. Since our beginning Irish Community Care has grown into an incredible professional organisation providing invaluable support to our communities all over Manchester by giving advice, advocating for their needs, and supporting them when they need it most. I hope you enjoy volunteering for Irish Community Care Manchester, it is because of you, our Volunteers, that we exist at all

Yours Sincerely
Martin Connolly

A Message from the Manager

When I became Manager of Irish Community Care four years ago, one of my main priorities was to ensure Volunteering was at the heart of ICCM as it always had been. Volunteering is incredibly important, and gives people valuable professional, social, and life skills. The value of volunteering is not only in the time that you can give us, but what you can gain from volunteering. Through the relationships you will build with staff, other volunteers, and our service users you will gain insight into a rich and vibrant culture and community. Whether you are a returning volunteer or someone new to Irish Community Care, I'd like to thank you for volunteering and I look forward to meeting you and seeing the incredible work you do!

Yours Sincerely
Martin Moran

OCTOBER 2021



TABLE OF CONTENTS

1. OUR HISTORY **ÁR STAIR**
2. OUR VISION AND VALUES **ÁR LUACHANNA**
3. USING YOUR HANDBOOK **AG ÚSÁID DO LÁMHLEABHAR**
4. OUR VOLUNTEER AGREEMENT **COMHAONTÚ DEONACHS**
5. RECOGNITION AND REWARD **AITHEANTAS AGUA LUAÍOCHT**
6. TRAINING **OILIÚINT**
7. HEALTH AND SAFETY **SLÁINTE AGUS SÁBHÁILTEACTH**
8. DATA PROTECTION **COSAINN SONRAÍ**
9. SAFEGUARDING **A CHOSAINN**
10. CONFIDENTIALITY **RÚNDACHT**
11. COMPLAINTS AND DISPUTES **GEARÁIN AGUS DÍOSPÓIDÍ**
12. EQUALITY, DIVERSITY, AND INCLUSIVITY
ÉAGSÚLACHT AGUS UILECHUIMSITHEACTH CHOMHIONANNAIS
13. FINANCIAL PROCEDURES **NÓSANNA IMEACHTA AIRGEADAIS**
14. VOLUNTEER ROLES **RÓIL DHEONACHA**
15. CONTACT US **GLAOIGH ORAINN**

OCTOBER 2021



1. OUR HISTORY ÁR STAIR

Irish Community Care Manchester was established in 1987, by pioneering volunteers, to meet the needs of Irish and Irish Travellers settling in Manchester. Many people who arrived and settled in Manchester had little or no support. They left their home in Ireland to find work in England. Very often the new arrivals had neither financial support nor the necessary information about services that could help them. The demand for our support and services enabled the charity to grow over the years. We continue to provide a range of services gaining the confidence and trust of our community as well as the wider communities, our stakeholders and commissioners by respecting, listening and understanding people's cultural, health and social needs without prejudice.

As we grew we became a beacon and a benchmark for other similar organisations across England to provide a culturally sensitive range of services to meet people's needs. Whilst ICCM was initially established to meet the needs of the Irish community, we pride ourselves on being open to people from all communities.

2. OUR VISION AND VALUES ÁR LUACHANNA

CARE CÚRAM

We know that every individual is important in their own right – and we treat them as such, with whole-hearted warmth, kindness and respect.

CULTURE CULTÚR

We value and celebrate the unique blend of Irish cultural identity in Manchester, evolving and adapting to ever-changing environments.

COMMUNITY COMHLUADAR

We believe that everyone should feel a sense of safety, belonging and connection within their community, and we're here to support this.

OCTOBER 2021



3. USING YOUR HANDBOOK AG ÚSÁID DO LÁMHLEABHAR

Volunteers are integral to our service, and as such we recognise the importance of supporting you as a part of the community we serve, and the community we wish to grow.

In this handbook you can find information on volunteering at ICCM, an of some of our key policies, and information about your volunteer role and responsibilities.

This handbook is a guide for you to reference but if you have any questions or are unsure about any situation you find yourself in while volunteering for ICCM we urge you to ask a member of staff to help.

Our staff are all caring, professional, and are happy to support you where they can to ensure that your volunteering experience is fulfilling, safe, and enjoyable.



4. OUR VOLUNTEER AGREEMENT COMHAONTÚ DEONACHS

Volunteers are integral to our service, and as such we recognise the importance of supporting you as a part of the community we serve, and the community we wish to grow. We want you to enjoy your time volunteering with us.

This agreement outlines what you can expect from us, and our community expects from you.

We expect you:

- To treat others with respect and courtesy.
- To perform your Volunteering Role to the best of your ability.
- To follow ICCM's procedures and standards, including Health & Safety, Safeguarding, Equal Opportunities & Diversity and Data Protection.
- Respond to attempts to contact you within a reasonable timeframe.
- To attend on time, or to give at least 24 hours' notice to cancel or rearrange, meetings with staff and community members.
- To complete risk assessments, with the support of staff, for any events or activities.
- To let ICCM know of any problems or difficulties you experience during your Volunteering role.
- Report any safeguarding issues you notice immediately.
- Attend all training.
- Not to purchase any goods or services without speaking to the relevant staff member first.
- To act professionally when working with community members.

You can expect from us:

- To always treat you with respect and courtesy.
- To respond to any contact from you within a reasonable timeframe.
- Support in conducting Risk Assessments.
- To Provide Training, Support, and resources to help you conduct your volunteering Role.
- Ensure you are never out of pocket due to your Volunteering, providing this has been approved by the appropriate staff member.
- To support you in raising and reporting safeguarding issues when they arise.
- To act on your complaints and concerns in a timely and professional manner.
- To deliver any materials or support on time, as agreed with you.

Please Note: This Volunteer Agreement is not intended to be a legally binding contract between us and may be cancelled at any time at the discretion of either party. Neither of us intends any employment relationship to be created either now or at any time in the future.



5. RECOGNITION AND REWARD AITHEANTAS AGUA LUAÍOCHT

ICCM values all of the work that our volunteers do to continue to support and make our community great, and as such we appreciate that all our volunteers deserve to be recognised for the fantastic work you do and the time you contribute. Every year we host a St Brigid's meal in order to celebrate our volunteers and the amazing work. ICCM is also committed to ensuring that you feel valued and aim to support our volunteers in reaching their own professional and personal goals.

6. TRAINING OILIÚINT

ICCM is committed to training all our volunteers so they can fulfil their potential in whatever role they choose.

This includes an induction programme that covers our key policies and procedures and full staff support to help you with any questions you have or support you need.

Due to the nature of our volunteer roles our initial induction sessions are considered compulsory and are the minimum required in order for you to complete your role.

Ensuring you have the skills and knowledge to perform your role to the best of your abilities is very important to ICCM and so we will continue to offer opportunities for personal and professional development after your initial induction and training.

If you feel you would like more information on a subject, or would like access to further training opportunities, please contact a member of staff and they will be happy to help you.



7. HEALTH AND SAFETY **SLÁINTE AGUS SÁBHÁILTEACHT**

Volunteering is vital and hugely important to the running of our charity and we hope you find your time at ICCM fulfilling and enjoyable. A large part of ensuring that this is the case is guaranteeing you can volunteer safely. ICCM maintains insurance policies that covers public liability for its staff and volunteers in all work locations. It is important you follow all policies and procedures to maintain your safety and the safety of others. When running events, or working with vulnerable people, you may be required to produce a risk assessment. All risk assessments must be checked by a member of staff.

Particular care must be taken if you are Lone Working and as such it is important that you follow all lone working procedures to the letter.

All ICCM events or groups involving food must be risk assessed and relevant guidelines for how food will be handled, purchased, transported, displayed, distributed or stored should be included in the risk assessment. Food poisoning, contamination and allergic reaction are of particular note as hazardous effects should be avoided at all costs.



8. DATA PROTECTION COSAINT SONRAÍ

Data protection (GDPR) is a serious business and guidelines must be strictly followed. Under the Data Protection Act (2018) individuals are as responsible for the information they collect and store as organisations. This means that as a volunteer you have a personal responsibility to ensure you comply with this Act. This means if you are collecting any personal information you need to ensure you have communicated and recorded the following:

- The reason for collecting the information.
- How the information will be used.
- How long you will keep it for and when you will destroy.
- Any plans to share information, including what and with whom.

You are also responsible for storing information correctly and safely, and disposing of it correctly once the information is no longer needed for its original purpose. For example, ensuring information is stored securely, with access limited to only those that need to have access. You should use a shredder (available in the ICCM office) to destroy paper copies of information you have and destroy/delete any information you have stored. If you are a lead volunteer your details may be passed on to those interested in volunteering in a similar role and may appear on the appropriate website page on the ICCM website and therefore are public.

If you need to email multiple services users or other volunteers, always use the “bcc” blind carbon-copy option. If you do not do this, you are sharing email addresses with others, and this is a breach of Data Protection.

Furthermore, you need to ensure individuals are aware of their rights, which include the following: the right to be informed; the right of access; the right to rectification; the right to erasure; the right to restrict processing; the right to data portability; the right to object; and rights in relation to automated decision making and profiling.

For more information about the ICCM commitment to safeguarding privacy of information and individual rights please ask a member of staff about our data protection policies.



9. SAFEGUARDING A CHOSAINT

Because the majority of our work at ICCM involves supporting vulnerable adults it is imperative that all volunteers have read our Safeguarding Policies and attend appropriate Safeguarding training.

If as a volunteer you witness anything, or are told anything, that you think could be a sign of abuse or harm of a service user or another volunteer in any way it is important that you tell the a member of staff.

Any volunteers that work directly with the individuals we support are required to complete a DBS check.

DBS checks will be completed by ICCM before you commence your role. The Disclosure and Barring Service checks your identity against a national database to see if there is any reason it would not be appropriate for you to work with vulnerable people. If a DBS check is required you will be asked to complete a form and provide ICCM with a couple of forms of identification and proof of address.

Though this will check your criminal record having a criminal record does not necessarily mean that you cannot volunteer - it depends on the nature of the incident and the type of volunteer work you are interested in. if you have any concerns regarding this please do not hesitate a member of the management team.

10. CONFIDENTIALITY RÚNDACHT

During your role as a volunteer it is important to remember you are in a position of trust. The service users you volunteer with may see you as someone safe they can speak to in confidence. It is important to remember this and respect their right to privacy. You should act with discretion and treat all information about a service user as confidential, adhering to GDPR when necessary.

At times where you feel a service user is at risk, poses a danger to themself or others, or have identified a situation that requires urgent and specific attention ICCM is under a legal obligation to tell the relevant authorities. Therefore if you are told something in confidence that you feel puts a service user, or anyone else, at risk it is important you tell the a member of staff.



11. COMPLAINTS AND DISPUTES GEARÁIN AGUS DÍOSPÓIDÍ

ICCM wants to ensure that we continually offer quality Volunteering opportunities within our organisation. We very much welcome your compliments, concerns and complaints to ensure that our Volunteering opportunities are of a high standard and continually improve. If you are not happy with your Volunteering opportunity here at ICCM, please tell us; if you are happy with it, please tell us and others!

We hope you never have cause to complain in your role with ICCM however we treat any form of complaint or concern with the utmost respect and seriousness. Whilst it will be possible to resolve many complaints at an informal level, it may be necessary to deal with some complaints formally.

If you do have a complaint it is important to contact a member of staff and inform them either verbally or in writing. If you feel uncomfortable going to the staff member who usually co-ordinates your volunteering opportunity for whatever reason you can always talk to our Team Leader or any other senior staff member. ICCM promises to deal with complaints as quickly as possible and to keep the complainant informed about the progress of the complaint.



12. EQUALITY, DIVERSITY, AND INCLUSIVITY

ÉAGSÚLACHT AGUS UILECHUIMSITHEACHT CHOMHIONANNAIS

ICCM is committed to a policy of equality, diversity and inclusivity and welcomes diversity within our organisation. We welcome volunteers that come from all backgrounds, and have different life experiences. We encourage everyone to respect people regardless of their race, age, religion, sexuality gender, disabilities or abilities. ICCM is committed to supporting you as a volunteer to make sure that each person can play a full and active role within the organisation.

As an ICCM volunteer you are expected to uphold our values and follow our policy of striving to create an environment free from discrimination. We try to ensure that all of our services are accessible and inclusive and expect you to be part of that. Therefore, if you witness anything that you think could be discriminatory for any reason either against yourself or another volunteer or service user, please tell a member of staff immediately and we will endeavour to act.

You can contact staff by email, phone, or in person using the contact details at the end of this handbook.

13. FINANCIAL PROCEDURES

NÓSANNA IMEACHTA AIRGEADAIS

When volunteering for ICCM it is important you follow all of our financial procedures at all times. ICCM do not expect any volunteer to spend their own money while volunteering for us. In order to reimburse our volunteers fully we use the Volunteer Expenses Form and Volunteer Mileage Form which can be found on our website or collected from a member of staff. It is important to ensure you have express permission from an appropriate member of staff before purchasing anything for your volunteer role.

When handling cash it is important that you do so in pairs. Any cash handled must be counted and handed to a member of staff in order to be banked as soon as possible. Volunteers are not expected to handle cash independently and should not do so without a member of staff present.



14. VOLUNTEER ROLES RÓIL DHEONACHA

Volunteer Role: Advice and Information Volunteer

Role Purpose:

To provide assistance to Irish Community Care Manchester (ICCM) in delivering support to service users in order to provide advice and information to those who need it. Providing advice and information is a vital part of what ICCM does to benefit our community.

Role Activities:

In your role, you will:

- Support service users applying for Universal Credit.
- Learn about how PIP points work. and the threshold for acceptance, supporting service users in completing PIP pre-assessments.
- Support service users complete Manchester Move Housing applications.
- Update service users on the progression of any cases you are working on for them.
- Provide valuable advice and information to those that need it most.
- Liaise regularly with the staff at ICCM in order to update them on progress and support needed.
- Follow the guidelines set out by the Irish Community Care Manchester Volunteer Agreement.
- Read and adhere to the Data Protection Policy, Safeguarding Policy, Confidentiality Policy
- Contribute and be a part of our community.

Role Benefits:

In your role, you will have the opportunity to:

- Make a real difference to the lives of vulnerable people
- Develop knowledge of Benefits, Housing, and completion of standard paperwork.
- Develop administration and employability skills.
- Learn about confidentiality and safeguarding best practise.
- Develop confidence in dealing with sensitive information and cases.
- Meet new people from a variety of backgrounds.
- Get a reference detailing your achievements and experience while in the role.
- A DBS check.

Support & Training:

To help you in your role we will provide training & support, including:

- Training and induction in order to ensure you are comfortable in your role.
- Support and mentoring from staff at Irish Community Care Manchester.
- Out of pockets expenses and travel paid for.
- A supervision meeting every six weeks to ensure you are confident and comfortable in your role.

Eligibility:

We welcome all applications for the role of Advice and Information volunteer, and actively encourage volunteers looking to gain experience in administration or advice work. As this role will involve contact with sensitive and confidential material volunteers with knowledge of best practise in these areas are encouraged to apply.

If you would like more information about our Advice and Information Volunteer Roles please contact:

- Rachel Stout, Team Leader: r.stout@irishcommunitycare.com or
- Francis Duncan, Community Engagement Lead (Interim): f.duncan@irishcommunitycare.com



Volunteer Role: Administrative Volunteer

Role Purpose:

To provide assistance to Irish Community Care Manchester (ICCM) by supporting the administrative needs of the organisation.

Role Activities:

In your role, you will:

- Answer phones and log calls from the public signposting them to the appropriate member of staff.
- Ensure a friendly reception to the public while at Reception.
- Provide administrative and organisational assistance on tasks when required.
- Build and maintain relationships with staff, services users and volunteers.
- Liaise regularly with the staff at ICCM in order to update them on support needed.
- Follow the guidelines set out by the Irish Community Care Manchester Volunteer Agreement.
- Read and adhere to the Data Protection Policy.
- Be comfortable volunteering in a public facing position.

Role Benefits:

In your role, you will have the opportunity to:

- Develop skills such as administration and organisation.
- Gain experience in administration.
- Get a reference detailing your achievements while in the role.
- A DBS check.
- Make a real difference to the running of ICCM.

Support & Training:

To help you in your role we will provide training & support, including:

- Training and induction in order to ensure you are comfortable in your role.
- Support from staff at Irish Community Care Manchester.
- Support from fellow volunteers.
- Out of pockets expenses and travel paid for.

Eligibility:

The role of Administrative volunteer is open to all those with basic digital literacy and organisational skills. We particularly welcome volunteers from a variety of backgrounds.

If you would like more information about our Administrative Volunteer Roles please contact:

- **Rachel Stout, Team Leader:** r.stout@irishcommunitycare.com or
- **Francis Duncan, Community Engagement Lead (Interim):** f.duncan@irishcommunitycare.com



Volunteer Role: Support Volunteer

Role Purpose:

To provide assistance to Irish Community Care Manchester (ICCM) in delivering support to service users in order to continue progression on their personal targets and encourage their independence. This support is a means of improving the independence of those service users who have multiple or complex needs.

Role Activities:

In your role, you will:

- Support service users for a period of time based on a mutual agreement between yourself and the service user.
- Take into consideration the services users needs and capabilities when arranging times and locations.
- Provide support and assistance to service users to enable them to make choices about their development and independence.
- Help service users by building trust and maintaining a close relationship
- Liaise regularly with the staff at ICCM in order to update them on progress and support needed.
- Follow the guidelines set out by the Irish Community Care Manchester Volunteer Agreement.
- Read and adhere to the Lone Working Policy and Safeguarding Policy.
- Be comfortable volunteering in a lone working capacity.

Role Benefits:

In your role, you will have the opportunity to:

- Develop new interpersonal skills such as advocacy and supportive behaviour.
- Gain experience of supporting service users with complex needs.
- Get a reference detailing your achievements while in the role.
- A DBS check.
- Make a real difference to the lives of vulnerable people.

Support & Training:

To help you in your role we will provide training & support, including:

- Training and induction in order to ensure you are comfortable in your role.
- Support from staff at Irish Community Care Manchester.
- Support from fellow volunteers.
- Out of pockets expenses and travel paid for.

Eligibility:

The role of Support Volunteer would best suit those who have studied or worked in social or health care previously. If you have volunteered as a Befriender previously this is an excellent opportunity to further develop skills with services users that have more complex needs.

If you would like more information about our Support Volunteer Roles please contact:

- Rachel Stout, Team Leader: r.stout@irishcommunitycare.com or
- Francis Duncan, Community Engagement Lead (Interim): f.duncan@irishcommunitycare.com



Volunteer Role: Befriender

Role Purpose:

To provide assistance to Irish Community Care Manchester (ICCM) in delivering support to service users in order to reduce their social isolation and help them build an appropriate social network. Befriending is a means of reducing the social isolation that those who are vulnerable often face.

Role Activities:

In your role, you will:

- Support service users for a period of time based on a mutual agreement between yourself and the service user.
- Take into consideration the services users needs and capabilities when arranging times and locations.
- Provide information and assistance to service users to enable them to make choices about the development of their social network and participation in their local community
- Help service users rediscover social skills and confidence by building up and maintaining a close relationship
- Provide company and friendship, assist with shopping, go for a walk, and share activities of common interest – anything which makes life more enjoyable
- Liaise regularly with the staff at ICCM in order to update them on progress and support needed.
- Follow the guidelines set out by the Irish Community Care Manchester Volunteer Agreement.
- Read and adhere to the Lone Working Policy and Safeguarding Policy.
- Be comfortable volunteering in a lone working capacity.

Role Benefits:

In your role, you will have the opportunity to:

- Develop new interpersonal skills such as active listening and supportive behaviour.
- Meet new people from a variety of backgrounds.
- Get a reference detailing your achievements while in the role.
- A DBS check.
- Make a real difference to the lives of vulnerable people.

Support & Training:

To help you in your role we will provide training & support, including:

- Training and induction in order to ensure you are comfortable in your role.
- Support from staff at Irish Community Care Manchester.
- Support from fellow volunteers.
- Out of pockets expenses and travel paid for.

Eligibility:

We welcome all applications for the role of Befriender, and actively encourage volunteers from a range of backgrounds to get in touch.

If you would like more information about our Befriender Roles please contact:

- Rachel Stout, Team Leader: r.stout@irishcommunitycare.com or
- Francis Duncan, Community Engagement Lead (Interim): f.duncan@irishcommunitycare.com



Volunteer Role: Lunch Group Volunteer

Role Purpose:

To provide assistance to Irish Community Care Manchester (ICCM) by supporting the co-ordination and running of social lunch groups aimed at the Irish community.

Role Activities:

In your role, you will:

- Setting up and arranging furniture appropriately and safely.
- Assist in the serving of refreshments to our service users.
- Socialise with the service users who attend the lunch clubs
- Coordinate weekly raffles and bingo games in line with ICCM's financial procedures.
- Build and maintain relationships with staff, services users and volunteers.
- Liaise regularly with the staff at ICCM in order to update them on support needed.
- Follow the guidelines set out by the Irish Community Care Manchester Volunteer Agreement.
- Read and adhere to the Health and Safety and Safeguarding Policies.
- Be comfortable volunteering in a public facing position.

Role Benefits:

In your role, you will have the opportunity to:

- Develop valuable skills such as event coordination.
- Become a part of a wonderful community and meet a wide range of people from different backgrounds.
- Learn about Irish culture and cultural events.
- Get a reference detailing your achievements while in the role.
- A DBS check.
- Make a real difference to the running of ICCM.

Support & Training:

To help you in your role we will provide training & support, including:

- Training and induction in order to ensure you are comfortable in your role.
- Support from staff at Irish Community Care Manchester.
- Support from fellow volunteers.
- Out of pockets expenses and travel paid for.

Eligibility:

The role of Lunch Group volunteer is open to all. We particularly welcome volunteers from a variety of backgrounds.

If you would like more information about our Lunch Club Volunteer Roles please contact:

- Rachel Stout, Team Leader: r.stout@irishcommunitycare.com or
- Francis Duncan, Community Engagement Lead (Interim): f.duncan@irishcommunitycare.com



Irish Community Care
Cúram Pobail Éireannach
Manchester

15. CONTACT US GLAOIGH ORAINN

Address:

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M19 3PG

Website: www.irishcommunitycare.com

Tel: +44 (0)161 205 9105

Email: headoffice@irishcommunitycare.com

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