



Registered charity 1098726

Volunteer Handbook



Dear

Welcome to Safe in Sussex,

First of all thank you for choosing to volunteer with Safe in Sussex. We value each and every one of our volunteers: we know you will be committed to helping us meet our aims.

Safe in Sussex (formerly Worthing Women's Aid) was set up in 1977 to provide refuge and support for those experiencing or recovering from domestic abuse, along with awareness of the impact of domestic abuse and the importance of healthy relationships in preventing future abuse.

Our current services include:

- 3 refuges
- Community support groups
- 1-2-1 support in the community
- Training, education and awareness raising.

We want to work closely with our volunteers to ensure that your time volunteering with us is a well-managed and positive experience. We hope that you will find your volunteering time here enjoyable and rewarding, and we wish you every success in your role.

The Safe in Sussex Team

Volunteer role description for Safe in Sussex

MAIN DUTIES

- To assist the Fundraising and Marketing Team with fundraising activities
- To suggest ideas for fundraising events and activities
- Opportunities to (help) organise your own fundraising events
- To represent and promote the work of Safe in Sussex in the community, raising funds, awareness and inspiring local supporters.
- To assist at fundraising/community events, including summer fairs, awareness stands and collections

What we ask of you

- To be punctual and reliable.
- To discuss any concerns / issues with the Fundraising Team in the first instance.
- To have a friendly attitude.
- To work as a team member and to work on own initiative.
- To work at all times in accordance with our confidentiality policy.
- To comply with the Health and Safety policies and risk assessments at all times.
- To promote Safe in Sussex in a positive way at all times.
- To discuss any training requirements with the Fundraising Team.
- To attend training and meetings when you can.

In return Safe in Sussex offers you:

- The chance to make a difference to people experiencing domestic abuse.
- Membership of a dedicated team where you can make new friends.
- A way of using your existing skills to benefit others.
- The opportunity to develop new skills & learn from new experiences.
- Fun and enjoyment.
- Expenses to cover the costs of travelling to events, meetings and training.
- References to demonstrate what you have achieved/delivered with the charity.

Key Volunteer Policies

Key contacts and support

Volunteers are supported by the Safe in Sussex Fundraising, Comms & Marketing Team.

The lead contact for volunteers is Debbie West - Corporate and Community Fundraiser:
debbie.west@safeinsussex.org.uk 01903 896210

Debbie and her colleagues in the Safe and Sussex Fundraising, Comms and Marketing Team all work part-time, but between them the team is available to help within office hours 9am-4.30pm Monday – Thursday and 9am-1pm on Fridays, so the best way to contact them is to email fundraising@safeinsussex.org.uk or call 01903 896210.

You will also have the opportunity to join a volunteer whatsapp group.

If you are volunteering at an event outside these hours you will be given a designated contact name and number for that event.

Training and meetings

In your induction session you will be given an overview of the: definition, prevalence and impact of domestic abuse.

If you want to find out more about domestic abuse you can visit our website [Home - Safe In Sussex](#) or the Womens' Aid site [Home - Women's Aid \(womensaid.org.uk\)](http://womensaid.org.uk) .

We will offer quarterly volunteer meetings, which will give you the opportunity to comment on your experience and contribute ideas for fundraising events and service developments.

Volunteers will also have the opportunity to join staff and trustee events and, where resources allow, staff training.

Expectation of Time Commitment

There is no minimum time commitment – whatever time you can give us is valuable and we recognise that your volunteering needs to work for you too.

We recognise Volunteers will need time away for holidays, sickness, etc. We would ask you to give us as much notice as possible if you cannot maintain an agreed volunteering commitment so we can put provisions in place for alternative cover.

Equal opportunities

Safe in Sussex is committed to equality of opportunity within our service. All volunteers will be offered equal opportunities in the volunteering they do for us, irrespective of their nationality, ethnic or national origin, age, colour, creed, disability, gender identity, marital status, race, or sexual orientation.

Safeguarding

As a volunteer you are not trained to advise those experiencing domestic abuse: to attempt to do so without the necessary skills and training can put people at greater risk, so please do not try.

If, during the course of your volunteering experience, you believe someone to be at risk you must immediately contact your designated staff contact at Safe in Sussex so they can make decisions about what safeguarding action may be necessary – you should not try to take such action yourself.

As with any member of the public, if someone is at immediate risk of harm then you should call 999.

If anyone seeks information on where to go for support you can point them to our website [Home - Safe In Sussex](#) or they can call the **National Domestic Violence Helpline on 0808 2000 247** which is free and operates 24/7, www.nationaldomesticviolencehelpline.org.uk

Personal Details

We will only hold such personal information about you as is necessary to undertake your volunteering duties for as long as you are with us e.g. contact details for you and an emergency contact. You have the right to:

- be informed about how and why your data is used
- access personal data we hold about you
- have inaccurate or incomplete data amended
- have data erased in certain circumstances e.g. when no longer necessary
- restrict how data held about you is processed in certain circumstances.

The Safe in Sussex Privacy Policy is available on our website and includes details of what you should do if you have any questions or concerns [Privacy Policy - Safe In Sussex](#) .

We recognise that some volunteers will have experienced domestic abuse themselves. You do not have to share any information about your personal circumstances with Safe in Sussex unless you wish to do so e.g. you want to make us aware that you may find engaging in or talking about certain activities distressing.

Confidentiality

All information relating to Safe in Sussex including its organisation, clients, finances and some activities, is confidential. Volunteers must respect this confidentiality and should not use or

disclose any such information except as authorised or required by their duties and shall use their best endeavours to prevent its use or disclosure by any other person.

All records in any medium (whether written, computer readable or otherwise) including accounts, documents or private notes about the Charity and its activities, and all copies and extracts of them made or acquired by the Volunteer in the course of their work shall be:

- the Charity's property
- used for the Charity's purposes only
- used for the Charity at any time, on demand
- returned to the Charity without demand, if the volunteer ceases for more than one month to be actively involved in the Charity's work.

Volunteers must NEVER disclose the identity and/or any information about the clients of Safe in Sussex or the location of refuge accommodation.

Any breach of this required confidentiality is likely to result in your being asked to cease volunteering for the charity.

We want you to enjoy volunteering for Safe in Sussex and so we take allegations of bullying gossiping or undermining of any staff, volunteers or clients extremely seriously. Please contact your designated staff contact or the Fundraising Manager if this is an issue for you.

PR & Publicity

No volunteer at any time should:

- make any statement about the Charity to the Press or other form of public media, except with the Charity's consent and agreement as to what is to be said. Please refer the media to your designated contact at Safe in Sussex.
- represent themselves as if working for or employed by the Charity
- represent themselves as in any way connected with the Charity or its activities, after ceasing to be actively involved with its works.

We very much welcome your using your own social media to share Safe in Sussex posts if you are happy to do so, but this is not required or expected. If you are promoting Safe in Sussex activities, please be aware that independence and impartiality are key to the values of our service, so please do not use posts to make political points or suggest that your personal views represent those of Safe in Sussex.

Expenses

Although volunteers receive no salary, gratuity, payment-in-kind or privileged use of Charity facilities; directly incurred expenses for pre-agreed activities on behalf of the charity may be reimbursed.

All claims for expenses must be accompanied by receipts and be submitted as soon as possible after the date when they were incurred – you will receive expenses forms as part of your induction pack.

Journeys by public transport must be made by standard class. Taxi fares will only be reimbursed if this has been agreed in advance.

If the Volunteer is required (with authorisation) to use her/ his own car for the Charity's activities, Safe in Sussex will reimburse travel expenses, car parking and mileage at the rate of 45p per mile. The Volunteer is responsible for ensuring their vehicle is roadworthy, taxed and suitably insured.

Please keep a record of travel and submit to the Fundraising Team.

Health & Safety and Managing Risks

We have a duty of care towards the physical and mental welfare of our Volunteers during volunteering activities. Safe in Sussex will make sure that you are in a safe healthy environment, taking appropriate steps to reduce any risks you may face.

Health and safety will be covered in your induction and in any event briefings. Our Office Administrator will send you a log in to our HR Portal and a video called Office Induction/safety, including instructions on how to access.

If you attend events on behalf of Safe in Sussex you will receive an event pack. This will include: a dedicated staff contact; a risk assessment form; a first aid kit; an event checklist to ensure you have the correct equipment; and an event feedback form so we can evaluate both the success of the event and the extent to which you thought you had the support and equipment you needed. You are responsible for following any health and safety instructions given and for respecting the risks identified in the risk assessment in respect of your and any colleagues' welfare and that of members of the public visiting the event. There will always be two people at an event, we will not ask you to volunteer alone.

Do seek support from your designated staff contact if you find anything you see/hear in the context of your volunteering distressing – don't suffer in silence.

You will often be handling cash at events. Collection tins and collection buckets for fundraising will remain sealed and handed back to Safe in Sussex Community Fundraiser, unopened. If you are handed a cash donation where there is not a collection tin/bucket you must issue a receipt to the donor, so there can be no unfounded accusations of theft. A receipt book will be included in the event kit.

Put your safety first – we do not expect you to accept threatening behaviour or put yourself at risk. In any circumstance where you feel threatened call the police and make your way to a place of safety. Contact your designated staff contact as soon as it is safe to do so.

Reporting an Accident: It is important to report any accidents to the Fundraising Team. Event packs will include: a First Aid Box, Accident Book, a designated Safe in Sussex staff contact for any emergencies on the day, and details of the nominated First Aider for that event will form part of the event risk assessment.

Providing a Reference

Safe in Sussex would be happy to provide a reference for paid work, study or another voluntary position to any volunteer who has been volunteering with Safe in Sussex for over 3 months and undertaken active volunteering activities in that time.

What if it's not for me

A volunteer can leave their voluntary work at any time – Safe in Sussex would appreciate notice of a volunteer's intention to leave so we can make any necessary arrangements to ensure events and activities are covered.

If you have a problem or concern please raise it with the designated staff contact for Safe in Sussex and we will do our best to resolve it. If you are not comfortable raising your concerns with the designated contact, then you can contact the Fundraising Manager.

We would only ask a volunteer to end their volunteering with us if there has been a breach of any of the policies set out in this handbook, particularly conduct which puts the welfare of our clients at risk because a volunteer has breached the confidentiality policy or sought to advise someone experiencing domestic abuse, as they are not trained to do so.

Anyone asked to leave the service has a right of reply – the final decision in such cases will rest with the Chief Executive Officer.

Volunteering Checklist

Name:

Start Date:

Subject	Date	Volunteer Signature	Trainers signature
Introduction to our services			
Introduction to domestic abuse - awareness session			
Support, training and meetings			
Time commitment			
Safeguarding			
Personal information			
Confidentiality			
PR, Publicity and speaking on behalf of Safe in Sussex			
Claiming expenses			
Health and Safety and managing risks			
Complaints and issues			
Volunteer handbook – to read			