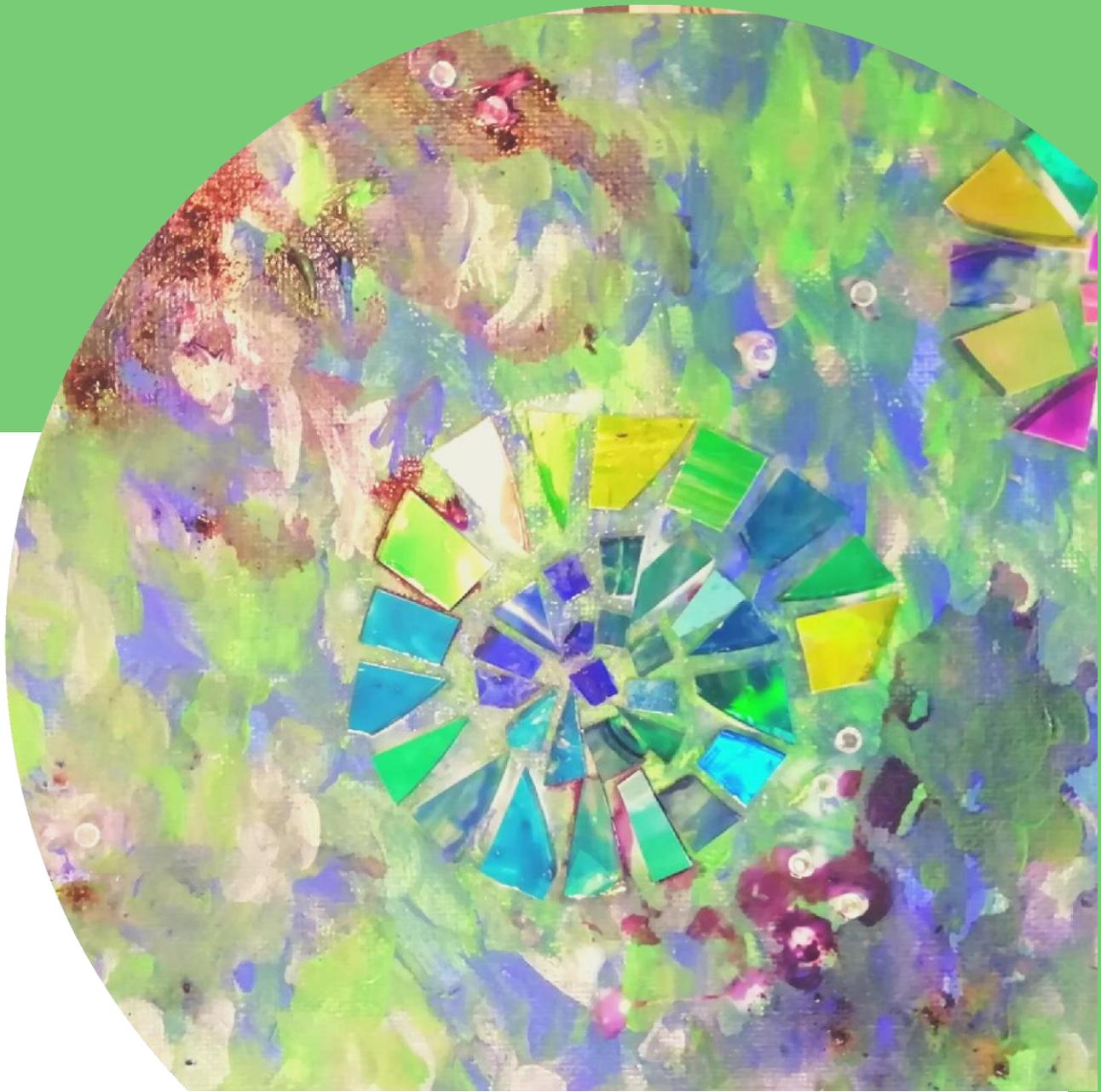




# VOLUNTEER HANDBOOK

Hampshire Art for Recreation and Therapy



# CONTENTS

- Welcome to hArt.....page 2
- Meet the Team.....page 3
- Our Work.....page 4
- Volunteer Role Profile.....page 5
- Expectations.....page 6
- Volunteer Guidelines A-Z.....pages 7-12
- Appendix 1 - hArt Policies.....pages 13-17
- Appendix 2 - Health Declaration Form.....page 18
- Appendix 3 - Car Insurance Form.....page 19
- Appendix 4 - Volunteer Agreement.....pages 20-21
- Useful Numbers and Links.....page 22

Did You Know?  
hArt (Hampshire Art for Recreation and Therapy) was established in 2014, (Registered Charity Number 1158996). hArt has helped to change the lives of adults and children with mental health and wider social issues. Through creative therapy and a range of professionally structured activities, we can help people feel better, build their confidence and allow their self-expression to shine through.

hArt,  
Coda Music centre,  
Chewton Farm Road,  
Walkford,  
Christchurch.  
BH23 5QL

Tel: 07999 492808

[contact@hart.works](mailto:contact@hart.works)  
[www.hart.works](http://www.hart.works)



# 2 WELCOME!

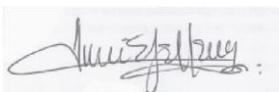
Thank you for volunteering with hArt. As with all charities, hArt relies upon the support and help of volunteers to deliver its work to those who participate in activities and without you, we would find it very difficult to offer these opportunities.

We value your input very much, and in return, offer support and help where needed, training when necessary, and if you feel you would like to increase the time you can give, or you have specific skills you might like to develop, then we'd love to discuss this further. Your observations and feedback are also always welcome, as they can help to shape and inform further projects.

If you are unable to attend any event to which you have committed, as much notice as possible would be very much appreciated.

We like to offer volunteers opportunities to attend updates and social events and try to offer these as often as four times a year, as it is not otherwise easy to get everyone together to meet. Please also look out for specific training opportunities which are often helpful in understanding the way hArt is run.

We look forward to having you as a valued member of the team and thank you again for offering your support.



ANNIE JEFFERY

Chief Executive Officer

# MEET THE TEAM

hArt HQ is based at CODA Music centre in Chewton Farm Road, just along from the Chewton Glen Hotel, between New Milton and Highcliffe, so we are well placed to co-ordinate operations throughout Hampshire and Dorset. **The core** employed staff work flexibly from the office and at times remotely from home. New and updated technology help the team stay connected, enabling good communication and collaboration at all levels.



Charity Development Manager  
*Julie Johns*



CEO & Chair of Trustees  
*Annie Jeffery*



Officer Administrator  
*Martin Pettett*



Hylton Murray-Philipson



We specialise in offering the professional skills of fully qualified and experienced creative therapists. This can be in small groups or adding an extra, more personal level of psychotherapeutic support for those who need some specialist one-to-one attention.

hArt also delivers recreational workshops for improving health and well-being, an important aspect of our work using both indoor and outdoor spaces – harnessing the beauty and inspiration offered by the New Forest, as well as working further afield.





Why volunteer with hArt?

## VOLUNTEER ROLE PROFILE

### Purpose of the role:

- Our volunteers play an important part in supporting the projects and events undertaken by hArt throughout the year. The majority of the roles are client facing, working under the direction of trained Art Therapists or experienced Art Facilitators.

### Tasks and Duties:

- Welcoming and interacting with user groups to ensure all feel supported and included in activities/events.
- Follow the directives of the Art Therapist/Art Facilitator in helping prepare and distribute art/craft materials for events. Assist with setting up events (some manual handling may be required) and clearing down/packing up after activities. Work with clients in a group, assisting with activities when invited or needed. Assist facilitators and clients with evaluation and feedback On occasion, assist with simple refreshment preparation including washing up/clearing away.
- Help clients by referring enquiries/concerns to the lead Therapist/Facilitator or appropriate hArt team member.
- Outreach: represent hArt at external events - hand out flyers.
- Help to maintain a safe workspace, work within health and safety guidelines and other local site directives.

### Person Specification:

Good communication skills.



Punctual and reliable - attending all booked sessions or notifying staff in good time if absence unavoidable.

Calm when things are hectic, patient when things go wrong!

Works well in a team, approachable and kind.

An ability and commitment to work within hArt guidelines and policies.

An interest in Art/Creativity and/or an awareness of mental health issues.

-6-

## EXPECTATIONS

You can expect the following from hArt:

To know what is required of you when carrying out any volunteer assignments from hArt.

To receive any training necessary to carry out duties and regular training/development updates throughout the year.

To know who to approach if a problem arises.

To have safe working conditions.

To be treated with respect and consideration by colleagues and clients alike.

To be provided a safety identity badge to wear when completing assignments on behalf of hArt. To be fair in allocating assignments and mindful of preferences in days/times of volunteering.

We would like our hArt volunteers:

- To give a reasonable level of commitment and adequate notice when a commitment cannot be met.
- To always work under the direction of hArt staff/Art Therapists and ensure any adjustments or alterations to planned programmes/projects at a local level have been pre-approved first.



- To respect the confidentiality of clients, colleagues and hArt by never disclosing or divulging information that may come to attention during a volunteering role.
  - To ensure an identity lanyard is worn at all times when undertaking volunteering duties with hArt.
  - To attend training and support sessions in connection with your volunteer role if you can make it.
  - To quickly bring problems to the attention of the Volunteer Co-ordinator or Lead Therapist (if during an event/activity).
- To keep a note of volunteer hours worked during the month and report them to the hArt office or Volunteer Co-ordinator.

-7-

# VOLUNTEER GUIDELINES

## A

**Absence:** If you have to miss an event to which you have previously committed, please notify the art therapist you were due to work with as soon as possible:

contact@hart.works. When notifying with less than 48 hours to an event please call hArt Office HQ on 07999 492808 and speak to Martin/leave a message (also send a quick email to let the Art therapist know of your absence).

## B

A

to

Z

**Benefits & Voluntary Work:** You are free to volunteer while you are receiving benefits and there are no limits on the number of hours worked. However, hArt always advises you confirm the latest regulations in relation to specific benefits (e.g. Job Seekers claimants can discuss with their Work Coaches). Further information can be obtained from the Citizen Advice Bureau/Local Libraries and the following website:  
[www.nidirect.gov.uk/articles/volunteering-while-benefits](http://www.nidirect.gov.uk/articles/volunteering-while-benefits).

## C

**Car Insurance, MOT and Driving Licence:** If you intend to use your car in connection with your volunteering, we strongly advise you to notify your motor insurance company in writing (form available at the end of this handbook). If you state you are involved in unpaid voluntary work, many companies will waive an additional fee for the added 'business' cover to the policy (particularly if requested at the point of policy renewal). It is important to make sure you have this level of cover because hArt is unable to accept liability for any accidents which may occur while you are carrying out voluntary work. You must also have a valid MOT for the vehicle used and a valid current driving licence.

**IMPORTANT:** Please do not offer to give lifts to group participants either to or from group (health and safety reasons).

# VOLUNTEER GUIDELINES

## D

**Disclosure Barring Service (DBS formerly CBS checks):** We will ask you to undertake a DBS check which hArt will pay for. You will be required to produce various forms of identification to support the application. The whole process is supervised by Community First (New Forest). Once all of the relevant checks have been completed successfully, you will be issued with an 'Enhanced Disclosure' certificate. Certificates can take several weeks to be processed and will be sent to you direct (please advise once issued and we will photocopy to store in a secured file at hArt HQ).

For volunteers with existing DBS clearance - although certificates carry no expiry date, in line with current best practice we will look to review volunteer DBS checks every three years.

## E

**Expenses:** hArt will reimburse expenses incurred listed below where appropriate and approved:

Travel to a volunteer assignment -

Car 45p per mile/Motor-bikes 24p per mile/Cycles 20p per mile  
(Maximum mileage claim per trip = 10 miles)

Parking - cost of ticket (if regularly needing short stay parking in one of the NFDC car parks, it may be cheaper for us to purchase a parking clock. Please let the hArt office know

Public Transport (cost of bus or off peak/economy train ticket).

Drinks - Up to a maximum of £3 (when volunteering in excess of four hours) when there are no beverage-making facilities at the place of volunteer activity.

All receipts must be kept and submitted to [Martin@hart.works](mailto:Martin@hart.works) by the end of each calendar month.

**Equal opportunities:** hArt recognises that it is essential to provide equal opportunities to all persons without discrimination. If you'd like to view our equal opportunities policy, please contact [contact@hart.works](mailto:contact@hart.works)



A

to

Z



# VOLUNTEER GUIDELINES

## F

**First Aid:** Please report any incident requiring first-aid to the Art Therapist/Lead Facilitator or hArt staff member working with you. Do not attempt to deal with any incident yourself unless you are first aid trained.

## G

**Guidance:** Please be assured volunteers will be given clear guidance, direction and instruction on what will be expected of them during a volunteer session. Full details/directions will be provided for new and unfamiliar assignment locations. If any volunteer feels further support/help would be welcome, please flag with the art therapist.

## H

**Health and Safety:** Health and Safety is of the highest priority to hArt and several measures are employed to ensure the welfare of those both attending and helping at our various events. From buildings to personal safety we have policies and guidelines in place. We rely on our volunteers investing a few minutes familiarising themselves with the specific guidelines relevant to their volunteer duty and any event instructions will be issued ahead of any volunteering assignment.



A

to

Z

# VOLUNTEER GUIDELINES

It can be challenging working in a variety of different locations, all with their own risk assessments procedures so please ask the Art Therapist/Facilitator to run through what to do in the event of an emergency and be sure to familiarise yourself with the identified risks and nearest fire routes/exits before the event/workshop starts.

During an event, please report any health and safety concerns either for those attending the group or for the immediate environment to the Art Therapist/Facilitator immediately.

I

**Ideas:** Please feel free to share any ideas or observations with the hArt team, feedback is valued and appreciated. Most of our volunteers work directly with our target client groups so we like to hear what works well and what can be improved.

**Intellectual Property:** Any materials/designs or original work produced by a volunteer will be transferred to hArt should the volunteer cease their active volunteer role (unless otherwise agreed).

**Insurance:** hArt has the correct level of insurance liability cover to care for all volunteers undertaking voluntary work (that has been approved and authorised) by hArt.

L

A

to

Z

**Lanyards:** You will be issued with an identity badge for your volunteering assignments - please wear when on duty.

**Lone Working:** We do not expect any of our volunteers to work alone or unsupervised during any of our events.

# VOLUNTEER GUIDELINES

## M

**Materials and Craft Supplies:** Please feel free to source and collect materials for workshops and events from hArt HQ. There is a large repository of creative supplies which have been donated/acquired and the stocks are continually updated. Using these materials helps keep costs lower and the cupboard of a manageable size as space is at a premium in hArt HQ. Please message office admin, Martin ([martin@hart.works](mailto:martin@hart.works)) to find out what is currently available if unable to visit the store in person, and try to design activities using supplies in hand.

**Medical Conditions:** Please let the Volunteer Co-ordinator know if you there are any health issues you would like us to be aware of in case of emergency (e.g. asthmatic, diabetic, angina). You do not have to disclose any medical information if you would prefer not to. Any information supplied will be stored on a secure hArt database and limited to those who would need access to the information (Art Therapist/hArt Staff).

# VOLUNTEER GUIDELINES

## N

**Newsletter and Updates:** All hArt volunteers will receive communication updates to bring them up to speed with developments in hArt. The newsletter will also serve as a valuable tool to celebrate achievements and success within the team, maintaining strong and open lines of communication. The Volunteer Co-ordinator welcomes submissions/photos to future editions and these can be submitted by sending direct to [sarah@hart.works](mailto:sarah@hart.works)

**Next of Kin:** Please ensure that hArt has up to date emergency contact details on file for you (preferably two). This information is stored on a secure hArt database that can be accessed remotely if needed.

## P

**Photographs/Videos:** We value receiving photos/videos from our volunteers working on assignment. Please check that the necessary permissions have been sought and the subject of the photo is clear that the image may be used in social media or publicity materials for hArt. Please contact [martin@hart.works](mailto:martin@hart.works) to submit any.

**Problem and Challenging Behaviours:** Although rare, from time to time you may witness distressing behaviour (group participant is abusive/rude, tearful, altercations between group members etc). Please try to stay calm and be careful not to overstep boundaries (hugging or physically restraining someone). Refer immediately to the Therapist for guidance and help. If you feel you have been adversely affected by witnessing an event during an assignment, please discuss at the close of session with the Therapist and also notify the hArt office at [contact@hart.works](mailto:contact@hart.works) for targeted support.



A

to

Z

# R

**Record Keeping:** From January 2019 we are asking all of our hArt volunteers to keep a simple record of the total number of hours they have worked per month and forward to the Volunteer Co-ordinator. This can be a text/email and should include time preparing/clearing up after an assignment.



# VOLUNTEER GUIDELINES

# R

**Refer a Friend:** We are constantly seeking new volunteers and have found that one of the most effective methods is by the personal referral of our existing volunteers. Do you know of someone that would enjoy being part of our hArt family? Can you recommend how much you enjoy volunteering with us.

# S

**Safeguarding:** Safeguarding is protecting adults and children from abuse or neglect. hArt has a detailed and extensive policy which all volunteers must read ahead of their first assignment. Specific safeguarding training and updates will be provided as necessary either in the form of e-learning modules or bespoke in-house training courses.

**Supervision and Support:** All volunteers will have the support of the Art therapist/facilitator, and the hArt office during their time with hArt and the direct supervision of an Art Therapist/Lead Facilitator while on assignment. As hArt continues

# A

to

# Z

to roll out further projects, we will be looking to our experienced volunteers to help either mentor or 'buddy' support new volunteers to hArt.

## T

**Training:** hArt is committed to provide regular training days to help volunteers meet the responsibilities of the role. All will be invited and notified of forthcoming events and refreshments will be provided on the day. Further 1:1 assistance and ad hoc meetings may be arranged by mutual agreement to assist with the personal development of volunteers throughout the year.

## U

**Uniform:** There is no uniform/dress code, please dress comfortably and appropriately for the activity you are supporting.

~

## APPENDIX 1

### NOTIFICATION OF VOLUNTARY WORK



To: (Insurance company name and address)

Motor Insurance Policy Number:

Vehicle Registration Number:

Dear Sir/Madam

As the policy holder/named driver under this motor insurance policy, I am writing to notify you that I intend to undertake voluntary work on behalf of hArt (Hampshire Art for Recreation and Therapy). I may occasionally use my vehicle in the course of volunteering and claim travel expenses for mileage used. There is no expectation nor requirement for me to transport passengers.

I would be grateful if you would confirm that my existing policy covers me for using my vehicle in this capacity.

Yours faithfully

Name:

Address:

Date:



# Volunteer Agreement

This Volunteer Agreement describes the arrangement between hArt and you. We are very appreciative of your volunteering with us and will do the best we can to make your volunteer experience with us enjoyable and rewarding.

## Part 1: The organisation - hArt

I have had my duties fully explained to me and I feel that I am medically fit and able to carry out the volunteer duties that have been asked of me.

This volunteering role is designed to support the charity when delivering outreach programmes and events. You can expect the following while volunteering for hArt:

### Induction and training:

- To provide a thorough induction on the work of hArt, your volunteering role and the induction and/or training you need to meet the responsibilities of this role.
- In accordance with hArt's Training and Development policy, to provide regular training days/social events in the calendar during the year for all hArt volunteers to ensure that training is up to date.
- To provide an opportunity for some one-to-one input to keep you up to date on any necessary training.

### Supervision, support and flexibility:

- To explain the standards we expect for our services and to encourage and support you to achieve and maintain them.
- To provide a named person who will meet with you regularly to discuss your volunteering and any successes and problems. This will usually be the lead therapist/facilitator, although you can always contact the hArt office.
- To do our best to help you develop your volunteering role with us.

### Expenses:

- To reimburse the expenses as detailed in the volunteering handbook (page 8), where appropriate and approved.

### Health and safety:

- To provide adequate training and feedback in support of our local policies.

### Insurance:

- To provide adequate insurance cover for volunteers whilst carrying out their volunteering roles which have been approved and authorised by us.

### Equal opportunities:

- To ensure that all volunteers are dealt with in accordance with our equality and diversity policy.

Problems:

- To try to resolve fairly any problems, complaints and difficulties you may have while you volunteer with us.
- In the event of an unresolved problem, to offer an opportunity to discuss the issues in accordance with our complaint's procedures.

- Part 2: The Volunteer We expect you:

- To help hArt when running outreach creative programmes/cafes and workshops.
- To perform your volunteering role to the best of your ability.
- To understand, accept and undertake to abide by the organisation's policies and procedures in relation to its staff, volunteers and clients.
- To maintain the confidential information of the organisation and of its clients.
- To meet the time commitments and standards which have been mutually agreed to and to give reasonable notice so other arrangements can be made when this is not possible.
- To provide referees as agreed who may be contacted, and to agree to a DBS check being carried out where necessary.

This agreement is binding in honour only, 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 intend any employment relationship to be created either now or at any time in the future.

~

## **Important information for all volunteers**

**hArt Policies - The following policies need to be reviewed by all who volunteer with hArt.**

1. Safeguarding policy
2. GDPR policy
3. Confidentiality policy

All three of these policies can be read and downloaded from the hArt website here:

[www.hart.works/volunteershub](http://www.hart.works/volunteershub) .

To confirm that you have read and agreed to the documents mentioned above, as well as this volunteer handbook, all volunteers must sign and return the 'Ready to start' form, available on our website via the same link (above).

For further information/other hArt policies please contact Julie Johns (Julie@hart.works)

## hArt Contacts:

hArt Office HQ: 07999 492808

contact@hart.works



Office Administrator: martin@hart.works (Martin Pettett)

## Visiting hArt HQ

Please call the hArt office on arrival (main doors are security locked and opened by code).



# USEFUL NUMBERS & LINKS

From Lymington take the A337 Milford Road towards Christchurch. Stay on this road for approximately 6.5 miles. At the roundabout at the end of Highcliffe (just after going over the bridge of 'Chewton Bunny', with the grounds of the Chewton Glen Hotel on your right), turn right, signposted for Walkford and Christchurch. Then turn immediately right into Chewton Farm Rd, signposted 'The Chewton Glen Hotel'. At the far end of that road you'll find CODA on your right.

## Volunteering Rights and Guidance:

<https://www.gov.uk/volunteering/volunteers-rights>

<https://www.ncvo.org.uk/ncvo-volunteering/if-volunteering-goes-wrong>

