

# Volunteer Handbook

## Devoran School



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We warmly welcome you to Devoran School; thank you for your offer of support, it is greatly appreciated.

The School acknowledges the immense educational and social benefits from the voluntary help given by parents and others in the community.

We actively encourage good relationships between school, home and the community.

**Prior to volunteering with us in the school all volunteers/parent helpers must:**

- Have Enhanced Disclosure and Barring Service clearance (DBS check).
- Attend an induction meeting with the class teacher and/or member of the schools Senior Leadership team.
- Sign our volunteer agreement as an acceptance and to confirm understanding of the agreement.
- Sign the Criminal Declaration Disclosure form. It is the responsibility of the volunteer to inform us if there are any changes in circumstances once the form is completed.
- References will requested.

Depending on the nature of work to be carried out and on the needs of the volunteer, specific training may also need to be organised prior to commencement.

**Every Visit:**

- Please ensure you sign in and out (electronically) and report to the office on arrival and departure.
- Please ensure you wear your volunteer badge at all times when in the school.

**Introduction**

Thank you for volunteering to help at Devoran School. Volunteer helpers are an important part of children's education. Whether you are listening to readers, helping with practical activities, assisting on a school trip, running a club or undertaking work experience the contribution you make broadens and improves the opportunities for the children in our school.

Your involvement also helps to reinforce the importance of school life for children when they see adults other than the staff.

**Aims and Objectives of our Volunteer Programme**

1. To welcome volunteers into the school as part of the community.
2. To recruit volunteers to support the children's learning.
3. To develop skills required to help children within the classroom context.
4. To screen all volunteers.
5. To provide information about the school for volunteers.

The school positively welcomes the support and interest of all members of the community and everyone in the school values the contribution made by volunteers.

## School Life Values

Devoran School is a values led school. Our policies and procedures along with daily systems and structures reflect our strong understanding of the values that we feel are skills for life. We expect everyone in our school community to display our values of:



## Code of Conduct

**When working in a school environment the following must be observed:**

1. Everyone who is part of the school community must adhere to the Equalities Policy which is available on the web site or from the main office.
2. Use appropriate language and behaviour with children.
3. Please sign in and out of the premises and wear a visitors badge at all times.
4. Report any breakages or accidents to the main office.
5. If you feel any way uncomfortable about the behaviour of a child please discuss this with the Designated Safeguarding Lead.
6. Seek permission to bring a vehicle on to the school premises from the main office.
7. Never give a pupil a lift in your vehicle unless you have appropriate insurance and parental consent.
8. Mobile phones should be turned off when on site. In an emergency please use the phone in the main office.
9. All photography and filming within school is prohibited unless permission is granted from the Headteacher, Deputy or Child Protection Lead.
10. If a child attempts to make contact with you through a social networking site, screen print the page, inform the school immediately and do not respond.
11. All visitors should be aware that Devoran has a Whistleblowing Policy, Keeping Children Safe in Education (Safeguarding) Policy and an Online Safety Policy- these are available on the school website or at the main office.
12. Clothing should be respectful of pupils, staff and the working environment and community.

Anyone behaving in an improper manner or found to be under the influence of alcohol or drugs will be asked to leave the site.

## Getting Started

We appreciate your offer of help; however, before we are able to welcome you into the school we need to undertake a police check, called a DBS. The request form for this check to be carried out is available from the school office and attached to this booklet (Appendix B). To support your DBS application, you will also need to provide us with proof of your identity to accompany your application (i.e. passport, driving licence and utility bill). After receiving your DBS request form and verifying your ID we will submit an online application that you will need to confirm via email. Each check takes about 3 weeks to clear. Unfortunately, you will not be able to volunteer with us until clearance is received.

When your DBS clearance is received you will need to attend an induction meeting with a member of the senior leadership team. You will be asked to read our Volunteers Agreement and Safeguarding Policy and to sign to confirm these documents have been read and understood.

Please remember these procedures are in place to keep our children safe.

### **Arranging your Visit**

The date and times of your visits should be arranged in advance with a member of staff (usually the class teacher or a member of the school leadership team). If you are ever unable to help as arranged, please ring the school to let us know as soon as possible. We know that some parents / carers can only help on an occasional basis, all help is very much appreciated. School Policy is that parents will not be working in the same class as their child. However, parents will be able to accompany their child's class when volunteering for a school trip. We may also call upon your assistance to accompany other year groups on external visits.

When you arrive, please always enter via the main entrance and report to the office. You must sign in and collect a volunteer badge.

### **Parents with Pre School Children**

Unfortunately we are unable to accept any offers of help in school if it would mean a pre-school child would also need to attend.

### **Your Role in School**

You will usually be operating under the direction of the class teacher and that person will be your first point of contact for information and advice. The activity taking place will be the responsibility of the class teacher. The relationship between you and the teacher is extremely important and should be based on mutual respect.

The teacher is the professional and they will have made decisions about what is appropriate for the children. Your role is to support the teacher in the interests of the children.

### **The School's Expectations of Volunteers**

To ensure that the school receive maximum support from all volunteers who we screen (and fund) DBS checks for, it is expected that every volunteer will help in school at least once every term. A DBS will become 'expired' if a volunteer is inactive for a period of 3 months or more. Please ensure that you sign in under the Volunteer tab on the electronic sign in system every time you are in to ensure our records are up to date.

### **Working Alongside School Staff**

School staff expect volunteer helpers to:

- Comply with all of the above whilst being under the direct line management of school staff.
- Show a commitment to their group, and not just one particular child, asking questions that encourage children to think about the task and help to explain areas of interest.
- Follow guidance from the school staff.

### **What is Not Permitted?**

- Volunteer helpers are not allowed to re-organise school visit groups/collection arrangements.
- Volunteer helpers are not allowed to smoke, drink alcohol or engage in any illegal practices.
- Volunteer helpers are not permitted to take photographs of children.

- Volunteer helpers are not allowed to give/buy their group treats e.g. ice-creams, biscuits, sweets, as some children have food allergies.
- Volunteer helpers should not use their mobile phones whilst supervising children.
- Volunteers are expected to promote and follow the schools policies and codes of conduct at all times.

### **Confidentiality**

It is very important that anyone working in the school is aware of the necessity for total confidentiality regarding any information learned about any individual – child or adult. Any conversation with parents outside school is a breach of the school’s confidence. Even innocent comments could be misunderstood. It is therefore important to treat anything you hear or see in school with regards to particular children as being in absolute confidence and entirely a matter within the school. Questions from parents should always be referred to the class teacher or Senior Leader.

### **Safeguarding & Child Protection**

If you observe or hear something which may indicate that a child is being mis-treated within school or outside school, it is your duty to report this immediately to the class teacher or member of the school leadership team.

Any information that leads you to believe a child is at risk should be immediately reported to the one of our designated safeguarding leads.

All helpers/volunteers should avoid being with one child/children in isolation and out of sight of staff. Volunteers should always aim to be within close proximity to their class teacher/allocated manager within the school.

The use of mobile phones in school is prohibited. Please ensure you turn you phone off when in school. If you need to make a phone call from your mobile phone you must do so in the staff room or outside the school.

### **Whilst on Site Adults Should:**

- Recognise and accept their responsibilities in relation to safeguarding within the context of their role on site and be aware that sanctions will be applied if any provisions are breached.
- Take responsibility for their own actions and behaviour.
- Avoid any conduct which would lead any reasonable person to question their motivation and intentions or their suitability to work in the vicinity of children.

### **Pupil Behaviour**

Teachers are delighted to hear about tasks which have gone well and where pupils have responded positively. Showing your pleasure in a task well done is encouraging to children as well as staff.

Volunteers should take a kind, yet firm, line with pupils. They must never chastise a pupil verbally or respond physically, and always refer a child to a member of staff if the child is behaving badly and failing to co-operate.

Volunteers are expected to follow the school behaviour policy and actively promote positive behaviour.

Helpers should not feel they have failed if they have to return children they are unable to manage, or where they are uncomfortable with the relationship.

Please remember every piece of information you learn about any child in school is strictly confidential.

### **Domestic Arrangements**

- You should always sign in at the school office and collect a volunteer badge which should be worn on site at all times.

- Please ensure that when you have finished, you come back to the school office, sign out and leave your badge with the office on your departure.
- Adults have separate washroom facilities in the school. These are located by the front of the school opposite the school office door and can be identified by the unisex signage.
- The teacher you are working with is responsible for ensuring you are well looked after.
- Parking is free and usually readily available in the surrounding roads to the school. However, we do have limited car parking facilities available if you need to park in the school grounds; please check with the office staff about availability.

### **Staffroom**

All visitors to the school are welcome to use the staffroom. Please help yourself to complimentary tea and coffee. We would ask you to consider the safety aspect of children near hot drinks and ensure that these are not removed from the staff room unless they are in a travel flask. Any conversations or documents that you may become party to whilst in the staffroom must remain confidential.

### **Tasks When Volunteering in School**

Teachers and helpers will agree the activity to be carried out. We like to give people jobs they feel happy and confident about. Please do tell us what you would enjoy doing with the children or of any specific skills that you have.

Activities which will take place with one child at a time:

- Hearing a child read.
- Helping children with specific tasks.

Activities which involve working with a small group of children:

- Reading in a group (guided reading).
- Painting and craft work.
- Working on the computers.
- Cooking.
- Gardening.
- Supporting work in various subjects by talking with the children about what they are doing.

Practical jobs:

- Changing reading books and recording both the child's record book and the teacher's file.
- Keeping reading books and library books in good repair and putting them away correctly.
- Photocopying and laminating.
- Cutting things out (sometimes before and after laminating them).
- Sharpening pencils and crayons.
- Filing children's work.
- General tidying and sorting of resources and teaching areas.
- Occasional activities.
- Helping at key points throughout the year such as during Christmas plays, summer fetes, parties and special events such as science or maths week.

There are also jobs such as cutting out, making games etc which can be done at home or you could arrange to come in just for one day.

### **Assisting on School Visits**

School visits are an integral part of learning at our school and afford many children opportunities, which are outside their usual experiences. We are pleased that you have come forward as a volunteer helper and we appreciate your time: you will have an important role to play in the success and safety of the school trip. If you have been asked to assist on a school trip, you will be asked to attend a specific meeting with the class teacher and to review the completed risk assessment. During this meeting you will be made aware of any specific needs of the children within your group.

### **Role of the Volunteer Helper on School Visits**

- To be responsible and look after, in equal measure, all of the children in your group, including learning their names and being familiar with their medical needs. The class teacher will give you a list of children's names and a copy of the risk assessment which will include details of children's medical needs. Any documents that are given to you must be returned to the class teacher at the end of the day. They must be treated with strictest confidence at all times.
- To stay with your allocated group of children, ensuring that their wellbeing and safety is maintained for the total duration of the school trip.
- To promote polite, respectful and courteous behaviour towards each other and members of the general public. We all go as ambassadors of our school.
- To ensure that your group keep up with the body of the school visit party, be it walking, entering or exiting from transportation or following speakers for the trip.
- To contact the class teacher/member of staff if there are issues with first aid, safety and/or behaviour.
- Should an incident occur whilst on the trip, a volunteer must follow the directions of the visit leader. You must not make contact with anyone – including parents, social media or the press. In such circumstances, you are directed to follow the procedures set out by the school.

### **First Aid on School Trips**

For each class on the school visit, the aim is to have at least one qualified first-aider accompanying the visit. You will be informed if any child in your group has medication/needs. If medicine needs to be administered, this will be done by a member of staff unless it is your own child who requires medicine, in which case, you will be asked to administer this and be responsible for carrying the medicine. All other medicines and first aid boxes will be carried by staff.

### **Emergencies on School Trips**

You are expected to inform a member of staff as soon as possible. If you have become separated from the rest of the school party, please telephone one of the members of staff on your contact list or telephone the school. More information on this will be found in the pack you receive from the visit leader.

### **Driving to/from events**

On occasions, we may ask for parents to provide children with lifts to and from events. We will always ask permission from the parents to check that this is acceptable, but it is also the responsibility of the volunteer to check and sign the driver declaration form and to also confirm that you have the relevant insurance.



## **Health & Safety in the School Environment**

### **Fire Alarm**

Please familiarise yourself with the fire policy and fire safety notice in the room you are working in. All fire exits are clearly labelled. If a fire or emergency situation occurs immediately activate the fire alarm and proceed with the evacuation. Exit the building, with the children you are supervising via the closest emergency exit, safely and quickly, and proceed to the assembly point which is in the hardcourt area of the playground. This can be accessed via pathways round the sides of the building. Do not re-enter the building until instructed to do otherwise. So as not to impede exit in the event of a fire please respect fire exits and do not prop open fire doors, keep corridors clear at all times and ensure all rubbish is removed promptly. Do not go back to the classroom.

### **First Aid**

If any child you are working with should sustain an injury please inform the class teacher immediately. Most teaching support colleagues are qualified first aiders and the school office is the main port of call for all accidents, injuries and illnesses. Please do not treat an injured child yourself. Every class has a phone with phone list pinned next to it. In the event of an emergency in class please phone through to the office. All accidents must be documented in our accident book which is in the first aid box.

The class teacher will inform you if any child you will be working with has a specific need.

### **Scissors and Other Equipment**

Please help us train children to use scissors safely. In particular, scissors should not be waved or opened and closed randomly. When they need to be carried they should be held by the closed blades and pointed downwards. Potentially unsafe equipment should never be left unattended; this is especially the case with sewing equipment and cooking utensils.

These items cannot be taken into the classroom but should be used in the areas indicated:

- Laminator (ICT suite or staffroom).
- Guillotines (office).
- Shredder (staff room).

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## Volunteer's Agreement

FULL NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CHILDS NAME: \_\_\_\_\_ CLASS: \_\_\_\_\_

CONTACT NUMBER: \_\_\_\_\_ EMAIL: \_\_\_\_\_

REASON FOR APPLYING FOR VOLUNTARY WORK AT DEVORAN SCHOOL. PLEASE LIST ANY SKILLS OR EXPERIENCE THAT YOU BRING TO THE ROLE, AND EXPLAIN WHAT YOU WANT TO ACHIEVE FROM VOLUNTEERING:

PLEASE PROVIDE DETAILS OF TWO **REFEREES** (This must not be a friend or family member)

NAME:		
ADDRESS:		
ROLE UNDERTAKEN:		
RELATIONSHIP TO YOU:		
CONTACT NUMBER:		
EMAIL ADDRESS:		

### Declaration:

I understand that this booklet forms part of the school's induction process and confirm that any specific issues relating to my work have been discussed prior to starting.

Please tick to agree to the following statements:

- I have received and read the Keeping Children Safe in Education document
- I have received and read the School's Volunteer Policy & Induction Booklet
- I agree to support the School's Aims and Core Values
- I agree to treat information I learn from being a volunteer in school as confidential
- I understand that any breach of these guidelines will result in my voluntary work being terminated and may be subject to the school safeguarding procedures
- I understand that before I undertake any voluntary work at Devoran School a criminal background check via the Disclosure Procedure will be undertaken
- I declare that the information given on this form is true and correct

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

**OFFICE USE ONLY:**

VOLUNTEER START DATE: \_\_\_\_\_ BRIEFING DATE: \_\_\_\_\_

MAIN DUTIES/TASKS TO BE UNDERTAKEN: \_\_\_\_\_

TRAINING NEEDS IDENTIFIED: \_\_\_\_\_

DBS REQUEST FROM SUBMITTED: \_\_\_ YES \_\_\_ NO

INDUCTION SUBJECTS COVERED:

Signing In and Out	Identification/DBS Checks	Code of Conduct
Health and Safety	Fire Procedures	First Aid/Accidents
Safeguarding	Promotion of Positive Behaviour	Confidentiality

Induction given by & approved on behalf of the school: \_\_\_\_\_

Position: \_\_\_\_\_ Date: \_\_\_\_\_