Lincoln City Foundation

Volunteer

Welcome pack

**Our Mission**

Utilising the brand and reputation of Lincoln City Football Club, alongside leveraging our own potential and the influence of our key partners, we will - inspire, empower, and help individuals and communities to improve their physical, social, and mental wellbeing

**Values**

Our Board and staff have shaped our values and behaviours. They are fully embedded in everything we do, providing a solid platform for our future success, development, and growth.

Trust

Commitment

Teamwork

Inclusivity

Inspiration

**Behaviours**

Our values shape our behaviour towards each other and influence our relationships. We will always strive to:

Respectful

Reflective

Proud

Passionate

Adaptable

At Lincoln City Foundation, we want to provide a working environment that is friendly, supportive, inclusive, and Stimulating.

We ask you too;

* Complete your role to the best of your ability
* Uphold relevant policies, including safeguarding and equal opportunities.
* Be reliable, giving appropriate notice if you are unable to complete a task.
* Take reasonable care of your own health and safety while volunteering, as well as that of others who may be affected by your acts or omissions.
* Create a friendly and supportive atmosphere by treating other volunteers, staff and members of the public with courtesy and respect.
* Maintain and uphold the good name and reputation of the Foundation.
* Listen and learn from staff and trustees in order to achieve the aims of our charity

Lincoln City Will;

* Provide an induction to the Foundation and to your role
* Ensure you have a clear understanding of what you are being asked to do.
* Ensure you receive appropriate support and feedback to help you deliver your role.
* Recognise effort, loyalty and dedication
* Treat you with courtesy and respect.
* Listen to feedback you give us, consistently encouraging two-way communication.
* Ensure you know where to turn with problems, and to resolve any complaints.
* Promote your health, safety and welfare while undertaking your activities.
* Implement policies to protect your welfare, e.g. safeguarding & equal opportunities

**Volunteer Statement**

The Foundation welcomes and encourages the involvement of volunteers in the provision and delivery of its services. We believe that everyone has something to offer regardless of beliefs, background and individual circumstances.

* Volunteers are not a substitute for paid staff. They play a valuable role in assisting the delivery of services to people in need and offer a legitimate and complementary resource to that of paid staff.
* Volunteers are recognised as having a significant contribution to make by increasing the range of experience that service users have access to.
* In recognition of their contribution it is essential that volunteers are adequately resourced in terms of supervision, training, support and finance.

Key policies and procedures

**Health and Safety Policy**

It is the Foundation’s policy to ensure that every reasonable step is taken to prevent injury to personnel, damage to property and to protect individuals from possible hazards at work. This includes service users as and when they are engaged in Foundation activities.

It is the responsibility of all volunteers to make themselves aware of the Health and Safety Policy. All volunteers have a duty of care in respect of their own health and safety as well as that of other volunteers, employees, customers and members of the public.

* You must adhere to the general health and safety rules and procedures.
* Smoking is not permitted anywhere within the building.
* You have a duty to report to your Project Leader any hazard in the workplace.
* If protective clothing is provided, it should be worn in the appropriate circumstances.

**Equal Opportunities / Diversity Policy**

The Foundation is committed to equal opportunities and seeks to recruit and retain volunteers from all sectors of the community.

The Foundation will not tolerate the less favourable treatment of anyone on the grounds of their gender, age, race, colour, nationality, ethnic or national origin, disability, marital status, sexual orientation, responsibility for dependents, trade union or political activities, religious or other beliefs, or any other reason which cannot be shown to be justified. This policy is subject to the requirements and legislative framework as outlined in the Equality Act 2010.

Those who confide in the staff and volunteers of the Foundation should feel assured that their confidentiality will be respected at all times, with the exception being if you believe anyone to be at risk of harm. If this is the case, a member of staff must be informed immediately

**Confidentiality**

You must not disclose any information of a confidential nature relating to the Foundation or their business or relating to any third party to whom the Foundation owes an obligation of confidence, except in the proper course of your volunteering or as required by law.

You must not remove any documents or tangible items which belong to the Foundation or which contain any confidential information from the Foundation premises at any time, without proper advance authorisation.

**Prevention – The Foundation’s Responsibility to Volunteers**

It is the Foundation’s responsibility to ensure that volunteers are not put at unacceptable risk in any way. Staff will share information with volunteers on any challenging or threatening behaviour, or if they are aware of potentially upsetting subjects etc.

**Volunteers Responsibility**

* To let staff know of any aggressive, challenging or strange behaviours shown by anyone you come into contact whilst volunteering for us.
* To share information if you feel threatened and seek support.
* To let staff know where you are in the premises.
* To let staff know when you are working off premises, where you are going and what time you expect to return.
* Not to put yourself into potentially dangerous situations.

Frequently asked questions

**Do I need previous experience?**

No previous experience is required when you are working alongside a staff member or with a group of adults.

**How old do I need to be?**

All volunteers need to be over 18.

**Will I be insured?**

Volunteers will be covered under the Foundation’s insurance.

**Will volunteering help me find a job?**

Volunteering is a very appealing addition to any CV even if it is not directly related to your desired career path.

**Can I volunteer if I have a disability?**

Lincoln City Foundation works hard to provide opportunities to all, regardless off background. Therefore, where there is capacity and session suitability we will endeavour to find a role suitable to any disabled person.

Next steps:

Complete volunteer registrations form and read though volunteer related documents. Then, book an induction with Lincoln City Foundation’s Placement Officer