

THE VOLUNTEER HANDBOOK



YMCA LEICESTERSHIRE

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WELCOME

Hello & Welcome!

Thank you for choosing to volunteer with YMCA Leicestershire and for supporting us in our mission to create supportive and inspiring places where young people and communities can belong, contribute and thrive.

Volunteers are an important part of the YMCA Leicestershire team. We want you to enjoy your volunteering with us and feel proud to be part of the YMCA Leicestershire family.

It is our ambition to ensure that everyone who gives their free time to us feels valued, trusted and that they have a positive volunteering experience.

This handbook is not a contract of employment instead it is a statement of agreement between both parties and offers general guidance to volunteering. It will introduce you to our organisation, what it does, who it helps, how it is organised and outlines expectations and commitments.

Please read it carefully as it contains important information that you need to know. If after reading this, there is anything that you are unclear about or you have further questions, then please speak to our Community & Resident Engagement Manager.

We hope you enjoy your volunteering experience with us and we will do all that we can to help and support you in your role.

A handwritten signature in black ink, appearing to read 'Paul Brown', with a stylized flourish at the end.

Paul Brown ,CEO
YMCA Leicestershire

WELCOME



WHAT DO WE DO?

YMCA Leicestershire is a Christian organisation that has been providing community services within the City and County for over 139 years. It is one of 83 YMCAs within England and Wales and is part of a federated model. Our services and community spaces are open to all, regardless of faith or background. While our ethos remains deep rooted in Christian values, we encourage mutual respect and understanding for all cultural and religious perspectives.

As a charity, registered social landlord, housing association and limited company, we have continuously striven to meet the needs of the community of Leicestershire. Our community services consist of supported accommodation for young adults within the city, a registered children's home, a homeless day centre, and a 320-seat professional theatre.

We are home to 117 young people who have faced family breakdowns or experienced homelessness. We are more than a shelter, we are a foundation for independence. We're proud to offer high quality support and we are now successfully Ofsted registered for our work with 'Looked after Children' aged 16-17.

WHAT DO WE DO?

WHAT DO WE DO?

YMCA Leicestershire is committed to working with some of the most challenging young people and its service includes evidence-based practice for young people with complex needs as a result of their personal experiences culminating in homelessness. It is our aim that all young people are supported to permanently transition out of their temporary state of homelessness and as such, YMCA Leicestershire prides itself on developing and maintaining a living environment that is inspiring and aspirational.

OUR SERVICES

SUPPORTED ACCOMODATION

Our **East Street** site consists of 8 accommodation clusters providing 36 units and 13 individual 1-bedroom apartments. The priority client group consists of those Leaving Care, Young Offenders and Child in Need (16/17-year olds assessed under s20 Children's Act). The site also has a sports hall and theatre.

The **Aylestone Centre** consists of 30 single furnished rooms with shared kitchen and bathroom facilities and 4 self-contained flats across five detached houses. The site also is situated within 17 acres of green belt land.

Move-On Properties (MOHs) are dispersed throughout the city which accommodate up to 5 young people per house with en-suite or shared bathroom accommodation. Through our pathway into employment, education and training, these young people are independent and in the last stages of our supported accommodation before moving into fully independent living.

Unaccompanied Asylum-Seeking Child Properties (UASC) are dispersed throughout the city which accommodate up to 5 young people per house with en-suite or shared bathroom accommodation. We provide an average of 6-hours support per person per week, liaising with social workers, health, education, solicitors and the Home Office whilst providing personal support, housing support and resettlement support.

The accommodation is available for both male and female young people aged 16/17 years old on entry.

ADULT HOMELESSNESS SUPPORT

The Y Advice & Support centre (YASC) is a direct access day centre which provides advice, one-to-one and practical support for adults who are experiencing homelessness and/or vulnerably housed.

WHAT DO WE DO?

CHILDREN'S RESIDENTIAL CARE

Our children's residential care service provides a safe, nurturing, caring and warm environment for each young person who lives in our children's home, so that they can stabilise, rebuild and grow. We can accommodate 3 children and young people (any gender) aged 7-18 years old who would benefit and thrive from living in a small, nurturing and welcoming home.

THE Y THEATRE

The Y Theatre is a bustling live performance venue based at our East Street site in Leicester city Centre.

Our eclectic programme includes music, comedy, theatre, dance, new work and family shows. The 320-seat theatre also comfortably hosts candle-lit cabaret style events and standing gigs. Built in 1900, The Y is the oldest surviving Victorian theatre in Leicester.

We support the development of new, emerging & established performance, within an open and welcoming theatre, creating a hub of activity for local artists.



YMCA LEICESTERSHIRE'S VISION, MISSION, VALUES & PURPOSE

OUR VISION

Our vision is for every young person to have a safe place to call home and the support they need to create lasting change in their lives.

OUR MISSION

Our mission is to create supportive and inspiring places where young people and communities can belong, contribute and thrive. We do this through housing, care, support, advice, skills for life, theatre and cultural activities.

OUR VALUES

WE WELCOME - We work with kindness and integrity so that everyone can feel secure, respected and heard.

WE SUPPORT - We build trusting relationships and nurture personal strengths to help people find their path to independence.

WE ENRICH - We create inspiring activities that give people a sense of connection and wellbeing.

WE SEEK OUT – We look for opportunities to collaborate and make an impact in the communities we serve.

OUR PURPOSE

YMCA believes in fairness and opportunity. There are essential building blocks for a full and rewarding life: a safe home; acceptance; guidance; friendship; physical and mental health; academic support; employment skills and access to real opportunities. Many young people have never known these things; other people have lost one or more as they grew up, but we all need them. All of us.

At YMCA, we provide these critical foundations for a fresh, strong start for young people and a better quality of life in the community.



YMCA LEICESTERSHIRE STRUCTURE

We have an incredibly talented and dedicated staff team who work hard to make a difference in the lives of the people they are working with and within our local community.

TRUSTEES

The charity is supported by the Board of Trustees, all of whom are volunteers. Our trustees provide the leadership and oversight necessary to ensure YMCA Leicestershire is well managed, ethical, financially stable and able to deliver its mission effectively to the community.

Their key duties include: Governance and strategic oversight, financial oversight, legal and regulatory compliance, risk management, monitoring and accountability.

THE EXECUTIVE TEAM

Our Executive team consists of; The Chief Executive, Deputy Chief Executive, Director of Housing, Director of Residential Childcare Services and our Director of People, Policy and Culture.

They all play a crucial role in the day-to-day operations and implementation of YMCA's mission and strategy. While the trustees focus on governance and strategic oversight, the executive team is responsible for executing the decisions made by the board and managing the charity's activities. They ensure all our projects and programs are delivered successfully and that YMCA remains financially and operationally sound.

THE MANAGEMENT TEAM

Our management team cover all departments across the organisation and are responsible for managing specific areas of YMCA's operations ensuring that policies and strategies from the executive team are implemented efficiently at department level. Their role is crucial in translating the high-level strategy into everyday actions. Our management team are a vital link between the executive leadership and our operational staff, helping to keep everything running smoothly.

THE OPERATIONAL TEAM

Our operational staff are responsible for the hands-on delivery of YMCA's services and programs, ensuring that the day-to-day activities are carried out smoothly and effectively. These amazing people work directly with our service users, supporting the charities mission and vision through the delivery of their roles. This team is vital in

in making sure all our activities are effective, impactful and safe for the individuals and communities we serve.

VOLUNTEERS

Volunteers are an important part of YMCA Leicestershire and play a crucial role in our success. Our volunteer team bring valuable and wide-ranging skills, expertise and talents enhancing our ability to deliver high quality services, making a real difference to the lives of our young people.

Volunteers are vital for YMCA Leicestershire to grow and continue making a positive impact. Your dedication and generosity make a real difference in people's lives.



YMCA LEICESTERSHIRE VOLUNTEER CHARTER

At YMCA Leicestershire, we see volunteering as a partnership built on mutual trust, respect, and shared values. We recognise the invaluable contributions of our volunteers and believe it is essential to outline our mutual expectations clearly.

WHAT WE EXPECT FROM YOU

As a valued volunteer, we ask that you:

- Commit to our vision and mission and uphold our purpose and values in all activities.
- Carry out your volunteering role and responsibilities to the best of your ability, as outlined in your role description.
- Participate in relevant training as required for your role and as identified during support and supervision sessions.
- Stay informed about our policies and procedures related to service users, whether working with individuals or groups.
- Maintain confidentiality regarding service users and all matters related to YMCA Leicestershire.

- Act in the best interests of the service users, ensuring an empowering and motivating approach that helps them achieve their personal goals.
- Adhere to reporting requirements specific to your role and maintain regular contact with our Community & Resident Engagement Manager, informing them of any changes in your contact details or availability.

WHAT YOU CAN EXPECT FROM US

In return for your dedication, we will provide:

- A comprehensive induction covering YMCA Leicestershire's vision, mission, and values, along with training and ongoing support relevant to your role.
- A designated supervisor to provide regular guidance, support, and supervision.
- Clear guidance on expected standards in line with our charity's policies and procedures.
- Reimbursement of reasonable travel and out-of-pocket expenses.
- Insurance coverage for approved volunteer activities.

OUR VOLUNTEER CHARTER

- A fair and transparent process for handling concerns, complaints or difficulties, with the opportunity to escalate unresolved matters through our Complaints Policy and Procedure.
- Opportunities to provide feedback on your volunteering experience.
- Regular updates about the charity.
- The flexibility to explore new or additional volunteering opportunities should you wish to expand your role.

OUR COMMITMENT TO YOU

We will strive to ensure that you:

- Are kept informed about changes and developments that may impact your volunteering role.
- Have opportunities to participate in discussions and decision-making processes, particularly in areas related to your experience.
- Feel empowered to decline tasks that fall outside your agreed volunteer role.
- Have access to a clear and independent complaints procedure.

OUR VOLUNTEER CHARTER

- Feel valued and appreciated by both staff and fellow volunteers.
- Can see the direct impact of your contributions within the broader mission of YMCA Leicestershire.

We are grateful for your commitment and enthusiasm. Together, we can create positive change and support those who need it most in our community.

VOLUNTEER FAQ'S

How much time do I need to give?

There are no time limits to how long anyone can volunteer for but we would ask for a minimum commitment of six months, as you will be working directly with our service users who look for stability and trust.

On average, volunteers usually give between two and four hours per week but this will often depend on the volunteering activity.

What happens if I need to stop volunteering?

We understand that from time to time volunteers many need to take time out from volunteering or bring their volunteer placement to a premature end due to unforeseen circumstances.

We ask volunteers to give us as much notice as possible if they need to stop volunteering so that we can put in alternative or new measures to ensure service continuity.

It may be that a volunteer is finding the placement challenging and even without additional support from our Community & Resident Engagement Manager it is decided that this may not be the most

appropriate placement for them. Some volunteers may decide to end their volunteering altogether whilst others may wish to be considered for alternative opportunities.

Should there be a complaint from or about a volunteer this will be investigated in line with our complaints policy and procedure. We do however reserve the right to end a volunteer's placement, as a last resort, if we feel that the task or their performance is not benefiting service users or the charity, or there has been an unreasonable complaint.

Do I need a DBS check?

YMCA Leicestershire takes very seriously its responsibility to ensure that children and vulnerable adults are protected from harm. Volunteers, dependant on the placement, will require either a "Standard" or "Enhanced" DBS check. These will be funded by YMCA Leicestershire. Processing times may occasionally delay your start date.

Can I ask for a reference?

YMCA Leicestershire is pleased to offer volunteers references provided they have completed six continuous months of satisfactory volunteering

VOLUNTEER FAQ'S

work with us. All references will be provided by the Community & Resident Engagement Manager and will contain only the factual information about the dates of volunteering, a brief overview of the role/s undertaken and training completed.



SUPPORTING VOLUNTEERS

INDUCTION

Before starting your volunteer role at YMCA Leicestershire, you will take part in a structured induction. This is an essential step to ensure you feel confident, well-prepared, and fully supported in your volunteering journey.

The induction will include an introduction to our key policies and procedures, guidance on safeguarding and health and safety, and an overview of your specific role.

You will also have the opportunity to shadow experienced team members, meet the young people we support, and take part in initial practical sessions with guidance from staff.

Induction is a vital part of your volunteering experience, as it helps you understand our values, expectations, and the impact of our work. It ensures you are equipped with the knowledge and skills needed to engage safely and effectively, while also allowing you to build relationships with staff, fellow volunteers, and service users. By taking the time to introduce you to our ways of working, we aim to create a positive and rewarding environment

where you feel valued and empowered to make a meaningful difference.

TRAINING

On-the-job training will be given to support volunteers in their role alongside practical training relevant to the volunteering work being undertaken. Specific training requirements will be explained to you within your induction.

SAFEGUARDING CHILDREN & VULNERABLE YOUNG ADULTS

YMCA Leicestershire takes very seriously its responsibility to ensure that children and vulnerable adults are protected from harm. As a volunteer you will be required to complete our online Safeguarding Children and Safeguarding Adults courses. You must also read our Safeguarding Young People and Safeguarding Adults policies.

If you ever have any concern about a service users safety and wellbeing, you must let Community & Resident Engagement Manager know as soon as possible or speak directly to a senior member of staff. Never keep a concern to yourself.

If anyone is in immediate danger, call 999.

SUPERVISION & SUPPORT

It is important that volunteers feel comfortable in their volunteering role and the experience meets with their expectations, whilst also meeting the charity's needs and outcomes.

Day-to-day support will be provided by our Community & Resident Engagement Manager or the manager/senior of the project. They will also be available for ongoing consultation and assistance.

Supervision sessions will be held every month in order to review progress and identify any training and development needs. Notes will be taken at each session which must be jointly agreed and signed with all parties receiving a copy.

The Community & Resident Engagement Manager will ensure that volunteers have all the appropriate and up-to-date information they need to perform their duties.

Volunteers are actively encouraged to participate in these sessions as they are designed around a process of personal development which helps volunteers to develop their interpersonal skills as well as gain experience, particularly when working directly with service users.

SUPPORTING VOLUNTEERS

Volunteers are also encouraged to provide each other with peer support.

YMCA Leicestershire aims to treat all volunteers with fairness and respect. If you should ever encounter a personally distressing or difficult situation involving a service user, staff member or other volunteer please discuss this with the Community & Resident Engagement Manager or a member of the HR Team as soon as possible.

THE ESSENTIALS

ACCIDENTS & INCIDENTS

The health and safety of all our staff and volunteers is of prime importance. All volunteers must be aware of the Health and Safety Policy, which will be part of your induction process. Different sites and volunteering roles will have additional needs, which will be covered by the Community & Resident Engagement Manager.

We have clear policies and procedures for reporting accidents, incidents and near misses for staff and volunteers, whether these occur in our premises or elsewhere when working with service users. These will be covered within your induction.

Volunteers must report any accidents or incidents they have had or any service users to the Community & Resident Engagement Manager immediately ensuring that no-one is left in any vulnerable or unsafe position or place. If the Community & Resident Engagement Manager is not available contact should be made with another manager/senior on site.

Volunteers will be required to complete accident and incident reports.

GENERAL HEALTH & SAFETY

No volunteer should use any equipment unless they are trained in its use. If you are unsure – ask.

Volunteers should not be under the influence of alcohol or drugs, unless they are prescribed for specific medical conditions. You will be asked to leave site, if it is suspected you are volunteering whilst under the influence.

Hazardous chemicals should be stored and used as per manufacturer's instructions. Chemicals should only be used by volunteers who are fully conversant in their use and are approved to use.

EMERGENCY SITUATIONS

In situations where anyone has been physically injured or becomes suddenly unwell, it may be necessary to call for an ambulance or in some situations the police.

Dealing with emergency situations is covered in our volunteer induction which sets out our health and safety at work policy and procedure. Nothing can prepare you for an emergency when it occurs. It is important however that you stay calm and focused and follow health and safety procedures set out in our policy.

EXPENSES

YMCA Leicestershire will reimburse any volunteer the cost of any travel to and from their place of volunteering, should they desire it based on the shortest journey. Any volunteer who wishes to make a claim, just needs to produce proof of their travel e.g. bus tickets or complete a travel expenses form to claim mileage via the Community & Resident Engagement Manager. Mileage is paid at 45p per mile.

In some exceptions we will cover any out of pocket expenses provided these have been agreed beforehand by Community & Resident Engagement Manager and are aligned to your volunteering activity.

All volunteers expense claims must be completed, signed and submitted with receipts to the Community & Resident Engagement Manager by the 01st of each month. If a volunteer is claiming for mileage they should record the mileage using postcodes as a guide.

We will not accept retrospective claims or those not supported by receipts.

Payment is usually made via Petty Cash for claims below £50 and directly into your nominated bank account by BACS for claims greater than £50.

VOLUNTEERING, EXPENSES & WELFARE BENEFITS

If you are in receipt of welfare benefits you can still volunteer and receive out-of-pocket expenses without affecting your claim, providing that you comply with the relevant regulations.

The Department of Work and Pensions (DWP) defines a volunteer as a person who is:

- Not given any money, apart from their expenses
- Not legally obliged to volunteer
- Doing something for a not-for-profit organisation.

You can volunteer for as many hours as you want, as long as you still meet the conditions to get your benefit or tax credit.

You must inform the Department of Work and Pensions and/or Jobcentre Plus that you are volunteering before you take part in any activity, especially if you are receiving any Jobseekers Allowance (JSA) or Employment Support Allowance (ESA), receiving a national insurance contribution by virtue of being a Carer or claim or receive a Carers allowance.

If the Department of Work and Pensions decision maker is not 'satisfied that it is reasonable for (you) to provide your service free of charge' they may treat you as having notional earnings.

If you receive JSA you will need to fulfil the requirements to ensure your benefits are not affected. The specific requirements on being available for work, fit for work and actively seeking work, form the jobseeker's agreement which you sign with your job coach at Jobcentre Plus when you claim.

HEALTH & WELLBEING

There are many reasons why you may have volunteered and volunteering can itself impact positively on your general health and wellbeing. For instance, by making new friends and helping others, many volunteers feel an improvement in their own self-esteem.

We do however require to know from you if you have any health conditions that may affect your volunteering, such as asthma or other allergies, epilepsy or any mental health conditions.

Volunteers are required to complete the Health at Work statement and inform us of any conditions

and any prescribed drugs you are required to take. All information is treated in the strictest confidence.

HOLIDAYS & SICKNESS

It is important that you tell us in good time of any planned holidays or if due to sickness you are not able to fulfil your volunteer activity. This is particularly important when supporting service users on a one-to-one basis or where you might be facilitating a group or social activity.

If you cannot attend, please give as much notice as possible so that alternative arrangements can be made. If a volunteer is frequently absent, the Community & Resident Engagement Manager will discuss their role with them. If the problem cannot be dealt with, the charity will try to find an appropriate way of working, or as last resort end the placement.

INSURANCE

YMCA Leicestershire undertakes to provide public liability insurance cover for loss or injury caused by negligence of the organisation, and for loss or damage to property caused through the negligence of someone acting with the authority of the organisation.

Volunteers are not covered for any deliberate, fraudulent or criminal acts.

We do not provide motor insurance cover for volunteers. If you claim reimbursement of mileage you will be obliged to have business use on your insurance as this is declared to the HMRC. Mileage costs will not be reimbursed without valid evidence of business cover.

PHOTOGRAPHS & MULTI-MEDIA

From time to time YMCA Leicestershire will ask volunteers and service users participating in activities if they agree to having their photograph/video taken for use in one of our publications, such as the charity's annual report or to depict services or projects for publicity materials.

Similarly, we may wish to include quotes from service users and volunteers or to involve them in multi-media events for campaigning. In all such cases service users and volunteers will be asked to sign a permission slip granting us permission to us.

It is important that volunteers do not photograph or record service users (audio or video) themselves as this may constitute a breach of trust and lead to the immediate termination of the volunteering placement.

SMOKING POLICY

All premises and vehicles used by YMCA Leicestershire are smoke free. Volunteers are not permitted to smoke/vape when working with service users.

Service users should be requested not to smoke/vape when they are with you, even if you are in a public place.

OFFERS OF GIFTS

Offers of gifts must not be accepted. If the giver insists on giving any gift, he/she should be advised that you are unable to accept such gifts personally and that the gift would have to be given for the benefit of the charity. If a giver offers a gift of cash this must be given to the Community & Resident Engagement Manager with full contact details of the giver.

Any gifts offered to the charity will be acknowledged with a letter of thanks from the Chief Executive. In all cases, volunteers must inform the Community & Resident Engagement Manager who will make a note of this in their supervision notes.

PERSONAL APPEARANCE

If you are in contact with service users or members of the public, then it is very important that you convey a professional manner in your personal appearance and dress appropriately at all times. This is important to service users you may be supporting and also because you are a representative of this charity.

Volunteers will be provided as part of the induction details of YMCA Leicestershire Dress Code Policy

PERSONAL BOUNDARIES

Observing professional and personal boundaries are central principles for all staff and volunteers. For example, staff and volunteers should not give personal contact details, accept connection requests via social media, nor should they buy or receive gifts or accept offers of cash from service users.

How we relate to service users is essential for building trust and confidence in our support services and in their relationships with staff and volunteers. It is important then that our communication with service users is clear and open, that we avoid speaking in a way that may be ambiguous or which can be misconstrued or misunderstood and lead to a breach of that trust and confidence.

PERSONAL SAFETY & ID CARDS

All volunteers will have their photo taken at induction for their personal ID card. This must be worn at all times when volunteering.

RELIABILITY & COMMITMENT

It is important that volunteers are punctual and ready to start your volunteer role at the agreed time.

This is a matter of courtesy to service users, other volunteers and staff. If you are persistently late or fail to meet agreed commitments, the Community & Resident Engagement Manager will meet with you to discuss any problems or difficulties in meeting existing commitments.



LEGAL REQUIREMENTS

When volunteering with YMCA Leicestershire, it's important to be aware of our policies and procedures, particularly those that impact your role and interactions with service users. These policies will be provided during your induction, and they are also accessible online. Please take the time to review them thoroughly, and do not hesitate to reach out if you have any questions.

SAFEGUARDING (ADULT & CHILD PROTECTION)

YMCA Leicestershire has a duty of care to all our service users, staff, and volunteers. We are committed to ensuring that we meet all legal safeguarding requirements.

Our work involves supporting vulnerable individuals. If you have any concerns about a service user's welfare, report them immediately to the Community & Resident Engagement Manager, who will determine the necessary action. In urgent cases, where immediate danger is present, contact the police.

Relevant policies:

- Safeguarding Young People Policy
- Safeguarding Adult Policy

CONFIDENTIALITY

As a volunteer, you may have access to sensitive information. You must never disclose information shared with you in confidence to anyone outside YMCA Leicestershire, except the Community & Resident Engagement Manager. If you have concerns about a service user's well-being, report them through the appropriate safeguarding channels.

Confidentiality remains in place even after you stop volunteering with us. Under no circumstances should you disclose sensitive information obtained during your volunteer work.

Relevant policies:

- Confidentiality & Whistleblowing Policy
- Safeguarding Young People Policy
- Safeguarding Adult Policy

CRIMINAL RECORD CHECKS

To ensure the safety of our service users, volunteers must have either a "Volunteer" or "Enhanced" DBS. The type of DBS will depend upon the volunteering activity.

YMCA Leicestershire will fund and support the volunteer through the DBS process.

Having a criminal record does not automatically prevent you from volunteering. Each case is assessed individually based on the nature of the role and the specific circumstances of past offences.

Relevant policies:

- Safer Recruitment Policy
- Recruitment of Ex-Offenders Policy
- Important guidelines relating to DBS

DATA PROTECTION

Volunteers must comply with the Data Protection Act and YMCA Leicestershire's Data Protection Policy when handling personal information. You must not store or share personal data outside of the organisation without permission.

YMCA Leicestershire will hold your personal details, including:

- Volunteer application form, references, and health information (stored securely)
- Volunteer records in our database (accessible only to designated staff)

These records are confidential and used for administrative purposes and reporting.

Relevant policies:

- GDPR Policy

EQUALITY & DIVERSITY

At YMCA Leicestershire, we are committed to fostering an inclusive and diverse environment where all individuals can thrive. Our goal is to ensure equality of opportunity for all staff and volunteers, eliminating discrimination and promoting fairness at every level. YMCA Leicestershire upholds the principles of the Equality Act 2010, ensuring that no individual is discriminated against based on any of the following protected characteristics:

- Age
- Disability
- Gender reassignment
- Marital or civil partnership status
- Pregnancy or maternity
- Race, nationality, or ethnic origin
- Religion or belief
- Sex
- Sexual orientation

We strive to create a workplace where all decisions are based on merit, allowing every individual to use their skills effectively, free from discrimination or harassment.

Relevant policies:

- Equality and Diversity Policy

BULLYING & HARRASSMENT, INCLUDING SEXUAL HARRASSMENT

YMCA Leicestershire has a zero-tolerance approach to bullying and harassment, including sexual harassment. We are committed to fostering a respectful and supportive environment for all volunteers, staff, and service users.

Bullying, harassment, or any form of unwanted behaviour that creates an intimidating, hostile, or offensive environment will not be tolerated. If you experience or witness any such behaviour, report it to the Community & Resident Engagement Manager immediately. All concerns will be taken seriously and handled in accordance with our policies.

Relevant policies:

- Anti-Harassment and Bullying Policy

HEALTH & SAFETY

The health, safety, and well-being of all staff, volunteers, and service users are a priority. Volunteers must adhere to health and safety policies in all locations, whether at our premises or in the community.

LEGAL REQUIREMENTS

As a volunteer, you must:

- Carry out tasks safely and responsibly
- Follow health and safety procedures, including lone working policies
- Report any concerns to your volunteer supervisor promptly

Relevant policies:

- Health and Safety Policy
- Lone Working Policy

MANAGING CHALLENGING BEHAVIOURS

Volunteers may sometimes encounter individuals experiencing distress, anxiety, or challenging behaviours. YMCA Leicestershire provides guidance to ensure that volunteers feel safe and prepared to respond appropriately.

If you are working in a situation that could become difficult, follow the organisation's policies and seek immediate support if needed.

Relevant policies:

- Health and Safety Policy
- Lone Working Policy
- Positive Behaviour Management Policy

MAKING A COMPLAINT

If you wish to make a complaint or receive one from a service user, please report it to Community & Resident Engagement Manager.

We are committed to handling complaints efficiently and fairly in line with our procedures.

Relevant policies:

- Complaints Policy and Procedure.

WHISTLEBLOWING

YMCA Leicestershire is committed to maintaining an open and transparent environment where concerns about misconduct or unethical behaviour can be raised without fear of retaliation. If you witness or suspect wrongdoing, including illegal activity, safeguarding breaches, or policy violations, you should report your concerns to the Community & Resident Engagement Manager.

We will treat all reports confidentially and take appropriate action.

Relevant policies:

- Confidentiality & Whistleblowing Policy



THANK YOU

YMCA Leicestershire values the contribution of our volunteers and is committed to ensuring that you have a safe, positive, and fulfilling experience.


Thank you for being part of our team!

THANK YOU

NOTES



NOTES



A DIGITAL version of this
handbook, policies and
procedures can be found below



Short link: <https://bit.ly/42fZiUk>



Here for young people
Here for communities
Here for you

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