



Volunteer Policy and Procedures

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Content

Section One: Background and Rationale	4
<input type="checkbox"/> In Sync Youth & Family Services Vision	
<input type="checkbox"/> In Sync Youth & Family Services Mission Statement	
<input type="checkbox"/> Definition of Volunteering	
<input type="checkbox"/> Purpose of Volunteer Policy	
<input type="checkbox"/> Why In Sync Youth & Family Services encourages volunteering	
<input type="checkbox"/> Create or Evoke Community Spirit	
<input type="checkbox"/> Governance and Accountability	
<input type="checkbox"/> They Believe in the Voluntary Ethos	
<input type="checkbox"/> The Human Touch	
<input type="checkbox"/> They Are A Cost-effective Human Resource:	
<input type="checkbox"/> Credibility	
<input type="checkbox"/> Their Freedom to Criticise and Take Risks	
<input type="checkbox"/> Why Do People Volunteer with us?	
<input type="checkbox"/> Personal Development	
<input type="checkbox"/> Professional Development	
<input type="checkbox"/> Societal Change	
Section Two: Volunteer Rights and Responsibilities	7
<input type="checkbox"/> Volunteer Rights	
<input type="checkbox"/> Volunteer Responsibilities	
<input type="checkbox"/> Role, Descriptions and Person Specifications	
<input type="checkbox"/> Finding the Right People	
Section Three: Volunteer Screening and Selection	9
<input type="checkbox"/> Steps in Screening and Selection of Volunteers	
<input type="checkbox"/> Role and Organisational Description	
<input type="checkbox"/> Application Form	
<input type="checkbox"/> Interview	
<input type="checkbox"/> Reference Check	
<input type="checkbox"/> Garda Vetting	
<input type="checkbox"/> Children's First and Child Protection	
<input type="checkbox"/> Induction	
<input type="checkbox"/> Volunteer Agreement	
<input type="checkbox"/> Training	
<input type="checkbox"/> Trial Period	
<input type="checkbox"/> Refusing Volunteers	
Section Four: Volunteer Management	11
<input type="checkbox"/> Support and Supervision	
<input type="checkbox"/> Working Conditions	
<input type="checkbox"/> Working Times	
<input type="checkbox"/> Expenses	
<input type="checkbox"/> Appropriate Behaviour	
<input type="checkbox"/> Managing Conflict	
<input type="checkbox"/> Dismissal	
<input type="checkbox"/> Volunteer Recognition	
<input type="checkbox"/> Ceasing Volunteering with In Sync Youth & Family Services	

Section Five: In Sync Youth & Family Services Volunteer Role Descriptions 15

- ❑ **In Sync Youth & Family Services** Board Member/Director
- ❑ Placement Counsellor (Student, Trainee & Volunteer)
- ❑ Youth Leader Volunteer (Youth Club or Youth Project)
- ❑ Naas Child and Family Project Volunteer
- ❑ HALO Project Volunteer

Section Six: Templates 24

- ❑ Template 1: **In Sync Youth & Family Services** Volunteer Application Form
- ❑ Template 2: **In Sync Youth & Family Services** Volunteer Reference Check
- ❑ Template 3: **In Sync Youth & Family Services** Volunteer Induction Checklist
- ❑ Template 4: **In Sync Youth & Family Services** Volunteer Agreement
- ❑ Template 5: **In Sync Youth & Family Services** Volunteer Exit Interview
- ❑ Template 6: **In Sync Youth & Family Services** Student/Volunteer Organisational HR Form

In Sync Youth & Family Services Volunteer Policy

Section 1: Background and Rationale

In Sync Youth & Family Services Vision

To strive towards a vision of an inclusive and just society where children, young people, and families are valued in their own right as individuals and are positively engaged and supported by their communities and by wider society to reach their full potential.

In Sync Youth & Family Services Mission Statement

To support young people, children and families in Co. Kildare and West Wicklow to enable them to live a full and active life within their communities and society.

Definition of Volunteering

Volunteering is the commitment of time and energy, for the benefit of society, local communities, and individuals outside the immediate family, the environment or other causes. Voluntary activities are undertaken of a person's own free will, without payment (White Paper on Supporting Voluntary Activity, 2000)

Purpose of Volunteer Policy

The purpose of this policy is to:

1. Acknowledge the worth and contribution of volunteers across **In Sync Youth & Family Services**, in helping achieving our mission as outlined above
2. Provide staff and volunteers with clear guidelines on all aspects of how **In Sync Youth & Family Services** involve and engage with volunteers.
3. Have a clear process of how to recruit and support volunteers
4. Develop the role of volunteers within the organisation

This policy supplements other **In Sync Youth & Family Services** policies that will be relevant to volunteers including; Child Protection, Working with Vulnerable Adults, Health & Safety/Safe Working and Data Protection.

Why We Encourages Volunteering

In Sync Youth & Family Services prides itself in having Volunteers from our Local communities involved in the development, delivery and decision making processes across the Organisation from Volunteer Led Youth Clubs and staffed Projects through to the Board of Directors.

We feel this involvement is essential in order to ensure that our service is reflective of the communities we work with and for **In Sync Youth & Family Services** sees the benefits for the involvement of volunteers as follows:

To Create or Evoke Community Spirit

For community development reasons, it is crucially important to involve local volunteers in local clubs. Not only are they aware of local needs and bring local knowledge, but their involvement often signals that an initiative has been accepted by the community.

Furthermore, volunteering is a very empowering activity and ensures true ownership of the club locally.

For Governance and Accountability

Voluntary and community organisations such as **In Sync Youth & Family Services** have management committees (also known as board of directors, councils, etc.) that are composed of volunteers. These volunteers, who have specific legal responsibilities, use their own particular knowledge and expertise in a collective manner to govern an organisation.

These volunteers act as the trustees of the organisation's funds and must ensure that these are raised and spent appropriately, at the same time as ensuring that the organisation's mission (the reason it was set up) is being achieved. If the organisation employs paid staff, they have all the responsibilities that any employer has.

Because They Believe in the Voluntary Ethos

Volunteering benefits everyone; the individuals who do it, the club, project or service that they work in and the club members/project participants/service users. It also benefits the wider community and environment. It is a valuable and integral part of a democratic, civil society.

For The Human Connection

It often means a lot to the users of a club or project that their volunteers are there simply because they want to be. People frequently volunteer because they have some direct experience of the issue being tackled and thereby bring a real human element to it. This can also help to remove possible barriers between club leaders and their club members.

Because They Are a Cost-effective Human Resource

Volunteers, by definition, do not seek any payment for the work that they do, so their involvement allows clubs, projects, services and organisations as a whole to extend their limited budgets. They are motivated, for example, by wanting to "make a difference" and their commitment does not stem from the lure of salary.

To Help Promote and Legitimise the Work

The involvement of volunteers can help to promote, reinforce and legitimise the work of an organisation. Funders and other decision-makers have great regard for the fact that individuals are prepared to give up some of their free time to assist clubs and projects and youth work Organisations in general. This view is shared by others in society, giving greater integrity to an organisation's cause.

Because of Their Freedom to Criticise and Take Risks

Volunteers sometimes find it easier than paid staff to speak their minds, offer constructive feedback and be innovative. In this way, they can be powerful agents of change within the club or project/service they are volunteering in and the wider organisation.

Why Do People Volunteer with us?

Personal development	Professional Development	Societal Change
<p>To feel needed</p> <p>To get a better balance in life</p> <p>To keep busy</p> <p>To make new friends</p> <p>To do something different</p> <p>For fun</p> <p>To give something back</p> <p>To feel good</p> <p>To feel proud</p> <p>Because they were asked</p> <p>Alternative to giving money</p> <p>Because they have time on their hands</p> <p>To test themselves</p>	<p>To gain or improve skills</p> <p>To explore a career</p> <p>Donate professional skills</p> <p>For recognition</p> <p>To be challenged</p> <p>To experiment</p> <p>To demonstrate commitment</p> <p>To do something they love</p> <p>To be part of a team</p>	<p>To have an impact</p> <p>To be an agent of change</p> <p>To do their civic duty</p> <p>Because of concerns for their community</p> <p>To help someone</p> <p>To make a difference to others lives</p> <p>To advocate on behalf of others</p>

Section 2: Volunteer Rights and Responsibilities

As with staff, children, young people and families involved with **In Sync Youth & Family Services**. Volunteers are also entitled to rights and hold responsibilities. These are outlined below.

Volunteer Rights

- Receive information about the organisation's purpose, work and values and its policy on volunteers.
- A clear role description of the work they will undertake and of assigned tasks within the organisation
- Entitled to Privacy and confidentiality
- Be seen as a valued part of the organisation through inclusion at training sessions, meetings, social functions etc.
- Receive appropriate training
- Know who to turn to with problems and difficulties
- Be appreciated and have their work valued by the organisation
- Make mistakes and learn from them
- Express their views, opinions on a subject
- Be listened to and taken seriously by other members of staff and volunteers
- Receive regular and constructive feedback on performance
- Work in a safe environment
- Be covered by insurance
- Have choices and be able to negotiate on those choices
- Be able to say no
- Carry out voluntary work without being exploited
- Be reimburses for any agreed expenses
- Be consulted on matters which directly affect work
- Be free from discrimination on grounds of gender, marital status, family status, age, disability, sexual orientation, race, religion, and membership of the Traveller community.

Volunteer Responsibilities

- Be reliable
- Carry out work to the best of their ability and do so in a way that corresponds to the aims and values of the organisation
- Attend the work at the times agreed
- Notify the appropriate person if they are unable to attend for some reason or are running late
- Respect the privacy and confidentiality of staff, children, young people and families
- Respect the rights of the user and other workers within the organisation
- Be honest if there are problems
- Attend training sessions, support meetings if these are agreed as part of the volunteering role
- Give feedback, communicating relevant and important information to an appropriate staff member
- Be committed to the work but also to recognise that there are personal and external limitations on time commitment
- Acknowledge decisions made by others

- ❑ Ask for help or support when needed

Role, Descriptions and Person Specifications

Like paid staff, volunteers require a clear and accurate description of the tasks and responsibilities they are expected to undertake. Prior to any volunteer assignment or recruitment effort, a role description must be developed for each voluntary opportunity. This must include a title of volunteering role, hours, place of work, name of supervisor and tasks to be undertaken.

Finding the Right People

Advertising for volunteers is up to each individual project, which is usually through one of the options mentioned below:

- ❑ Word of mouth – letting all in the organisation know what opportunities are available.
- ❑ Printing eye catching leaflets and posters for each project
- ❑ Using the **In Sync Youth & Family Services** website and social media platforms
- ❑ Attending promotional events
- ❑ Having a stand in the local library
- ❑ Giving talks to target groups
- ❑ Contacting and register with the Kildare Volunteer Bureau www.volunteerkildare.ie
- ❑ Linking with Colleges and third level institutions to engage with Students

In Sync Youth & Family Services provides a structured management approach to its engagement with volunteers which mirrors how it engages with staff (see diagram below). These stages are detailed in Sections 3 and 4.

Section 3: Volunteer Screening and Selection

Screening and selection is the process of ensuring that **In Sync Youth & Family Services** chooses the appropriate applicant for the appropriate role. The screening and selection process has many steps but the level and extent to which we screen is determined by the service being provided and the nature of the role. The screening process is as follows

Steps in Screening and Selection of Volunteers
<p>1. Role and Organisational Description – A precise role description with detailed information of the tasks involved, in addition to information about the club, project and organisation, helps ensure the right match between the volunteer and the role.</p>
<p>2. Application Form – In Sync Youth & Family Services uses Volunteer application forms for the recruitment of Volunteers. This ensures that we have the same information required for all applicants, and all applicants are treated the same way. For some Volunteers literacy/language may be an issue, so it is always worth asking if support in completion of form is needed (See sample Template 1 in Section 6).</p>
<p>3. Interview: The interview process is crucial in enabling us to accurately measure if the applicant is a good fit for the role, club, Project and Organisation. An interview should be regarded as a two way process in which the organisation and the volunteer have the opportunity to assess one another. Depending on the nature of the role advertised the interview can be a formal or informal process. During the interview, a copy of the Role Description (and in some instances a supporting Volunteer handbook/manual) will be provided to each prospective new Volunteer which clearly outlines roles and responsibilities so it is clear for them before they start what it is they will be undertaking.</p>
<p>4. Reference Check – Checking references allows us to verify details gathered through the application process and interview. These are conducted after the interview, where permission is sought to do so. In Sync Youth & Family Services request 2 referees from non-relatives and from separate sources such as education, employment, previous volunteering etc. (See sample Template 2 in Section 6).</p>
<p>5. Garda Vetting - In line with Children First, all individuals working with Children and young people must complete a Garda vetting process. Volunteers cannot commence in a position unless vetting has been cleared.</p>

6. Children's First and Child Protection – In line with guidance from the Department of Children, Equality, Disability, Integration and Youth (DCEDIY) and the HSE, all Volunteers must complete the online elearning Children's First programme.

As part of the organisations' commitment in ensuring best practice in Child Protection, Volunteers must also complete the Child Protection Awareness Programme (CPAP) and have read the **In Sync Youth & Family Services** Child Protection Policy & Procedures.

If volunteers are working with vulnerable adults they are also covered by Children First legislation and the organisation has a separate policy.

7. Induction: An induction is an information sharing process that provides a space to introduce volunteers to the work of the Club/Project/Organisation, meet fellow staff and volunteers and to become familiar with the policies and procedures of **In Sync Youth & Family Services**. It also provides the space to review the role description and the tasks volunteers are responsible for. (See template 3 attached) It is important the induction is staggered over a number of weeks in order to give the appropriate space and time for learning to occur. The Volunteer and student placement organisational HR form should be completed and sent to the **In Sync Youth & Family Services** Programme Manager. (See Template 6 in Section 6).

8. Volunteer Agreement – this clarifies the expectations of both parties in relation to the time commitment involved, confidentiality, training and adherence to the organisations policies and procedures (See Template 4 attached).

9. Training: Volunteer training that takes place prior to the starting gives volunteers an opportunity to come to terms with the role and to decide if it is definitely something they want to pursue. From an organisations perspective training provides us an opportunity to learn more about the Volunteers.

In Sync Youth & Family Services believes that training should not just take place when a volunteer starts with the organisation but where possible it should continue for the length of time they remain with the organisation. **In Sync Youth & Family Services** therefore does provide access to some of our training opportunities to volunteers where appropriate.

10. Trial Period: Establishment of a trial period for Volunteering roles allows for both parties to see if each other's expectations are being met, as well as providing an opt out for either party if things are not working out. (this should be named in Volunteer Agreement form See Template 4 in Section 6).

Refusing Volunteers

Not everyone who wants to volunteer will be suitable. If you decide at any stage of the application, screening or interview process that an individual may not be suitable there is a responsibility to the individual to explain why this is the case.

There are many reasons whereby a volunteer can be refused from working with **In Sync Youth & Family Services**. For example:

- ❑ If they have none of the necessary skills you are looking for
- ❑ If there are no volunteering opportunities within the project currently
- ❑ If in the course of the screening and selection process the individual makes comments or statements that would deem them unsuitable to work with children, young people & families or that are inconsistent with the values of the organisation.
- ❑ If a negative reference is returned
- ❑ If a criminal offence shows up in a Garda Vetting check that would deem the individual unsuitable to work with children, young people & families
- ❑ Refusal to complete any aspect of the **In Sync Youth & Family Services** screening, selection and induction/training process

If any of the above is the case the individual must be informed of the reason why **In Sync Youth & Family Services** is not accepting them to volunteer with the organisation. Depending on the decision whether a formal letter, face to face contact or a telephone call is the correct option to inform the individual of the refusal. Be honest and open about the reasons so the individual concerned learns from the experience.

If you feel they need to develop certain skills or if you feel they are not ready to work or commit to the position say this. Give them suggestions as to how they would build on their experiences and skills. If you feel they would be suitable for any other role within the organisation make them aware of this, and who they need to contact and what the role involves.

Section 4: Volunteer Management

Support and Supervision

Support and Supervision is about enabling the volunteer to reflect on their role and what supports they need to do the job to the best of their ability and to the satisfaction of the organisation. It is also an opportunity to say thanks for the work provided.

- ❑ Agree to meet the volunteer shortly after they start volunteering to review how things are going. Exchange feedback and clarify what, if any issues have arisen.
- ❑ Clarify the role of support and supervision with each volunteer, emphasising the positive aspects.
- ❑ Agree how often it will happen.
- ❑ Prepare properly by finding out what work the volunteer has been doing; acknowledge specific work that they have done.
- ❑ Make sure that other team members involved in support and supervision are adequately trained and supported to do the task.
- ❑ Have an open door policy for volunteers to talk to you at other times

It's important to address any issues that arise while volunteering during the support and supervision meetings. Doing so as early as possible will hopefully avoid problems escalating.

Working Conditions

Volunteers are treated as members of the **In Sync Youth & Family Services** team. They are treated as equally and fairly as paid staff and are included in the organisation's functions and decision making processes wherever practical. Volunteers are provided with appropriate work sites and have access to space, equipment and facilities necessary to volunteer effectively and comfortably.

Working Times

Working times are negotiated between the Club/Project/Organisational Lead and the volunteer and are as flexible as the tasks allow. Voluntary time commitment is never expected to match that of a full time paid staff but unscheduled absences can create organisational problems. When expected to be absent, a volunteer should inform their supervisor as soon as possible, so that alternative arrangements can be made.

Expenses

Volunteers give their time and skills free of charge so it is essential that **In Sync Youth & Family Services** offer to reimburse any expenses they may incur in the course of undertaking voluntary work for the organisation, the costs of volunteering should never be allowed to discourage those on low incomes.

It is considered good practise that volunteers should not incur any financial costs when volunteering and that any cost should not become a barrier to volunteering.

In Sync Youth & Family Services volunteers do not receive expenses for travelling to and from the club or project they volunteer with. However, any travel required from the club/project while they are volunteering or fees for any training they may be required to undertake will be covered.

Appropriate behaviour

Volunteers are expected to work within the policies and procedures of **In Sync Youth & Family Services** and adhere to its ethos and vision. As representatives of the organisation, they are responsible for presenting a positive image of the organisation to the outside world.

Volunteers must seek prior approval from the organisation before undertaking anything that might affect the organisation. This includes, but is not limited to, statements to the press, joint initiatives with other agencies and agreements involving contractual or financial obligations.

Managing Conflict

Where a volunteer has a concern in regards to a matter involving staff or other Volunteers, **In Sync Youth & Family Services** encourages the Volunteer to firstly speak to the Lead worker about the concern. Where this does not resolve the issue it can be taken further up the Line management structure of the organisation.

Dismissal

Volunteers who do not adhere to the organisations rules or who fail to perform their volunteer assignments satisfactorily may be subject to dismissal. No volunteer's involvement will be terminated in writing until the volunteer has had an opportunity to discuss the reasons for possible dismissal with their supervisor. Grounds for dismissal include but are not limited to the following:

- Gross Misconduct
- Child protection issues
- Being under the influence of drugs including alcohol
- Theft
- Misuse of equipment and materials
- Abuse of clients and co workers
- Breaches of confidentiality
- Failure to abide by **In Sync Youth & Family Services** Policies and procedures
- Failure to complete duties to a satisfactory standard

Volunteer Recognition

In Sync Youth & Family Services recognises the contribution of Volunteers in the Organisation each year by the presentation of Volunteer service recognition pins but it is important that recognition to Volunteers is continuous throughout the year in order to motivate them in their roles and to keep them involved and their importance to the organisation.

Recognition can be done in various ways, some are highlighted below but the list is endless

The more obvious ways this happens are

- Thanking volunteers at the end of the day
- Knowing your volunteers by name
- Acknowledging specific contributions undertaken by a volunteer
- Being genuine in your praise
- Holding special volunteer events

The less obvious ways include

- Making sure volunteers know what they are entitled to without having to ask and encouraging volunteers to avail of what is on offer such as training and claiming expenses
- Ensuring volunteers are kept informed about organisational changes
- Being proactive in getting volunteers involved in planning and developing the service
- Act on volunteers idea's where possible
- Offer volunteer the option to try new roles and take on new challenges
- Giving volunteers the option to attend conferences and events
- Maintaining records about volunteers' role, length of service, training attended reviews etc.
- Giving volunteers positions of responsibility
- Supporting volunteers who have a difficult experience. This has to be done as soon as the volunteer needs it and not when you have the time.
- Promote Volunteers work in your communications
- Publicise Volunteer efforts
- Offering additional training and development

Recognition should be given

- Frequently
- Honestly
- Consistently
- To the person and not the work
- In a variety of methods
- For what you want more of.

Ceasing Volunteering with In Sync Youth & Family Services

When the time comes whereby a volunteer chooses to finish their involvement in **In Sync Youth & Family Services**, it is important to gain feedback from them on their time with the Organisation, what was learned and how we can improve the experience for future volunteers. (See Volunteer Exit interview template in Section Six)

Volunteers can request a reference from the organisation if needed in the future.

Section Five: In Sync Youth & Family Services Volunteer Role Descriptions



Role Description 1: In Sync Youth & Family Services Board Member/Director

Collective Responsibilities

Collective responsibilities of the Board of Directors include the following:

- To develop the organisation's vision, mission, value and purpose.
- To develop the organisation's Strategic Plan, oversee its implement and to monitor and evaluate the Plan.
- To ensure financial resources are available and can be maintained and ensure effective planning and resource allocation.
- To ensure compliance with company law and child protection, employment, health and safety and other legislation as appropriate.
- To recruit and select the Chief Executive (and other key staff as appropriate) and to monitor that person's performance and support them in their role.
- To form committees/sub-groups to monitor specific areas, such as staff, health and safety and financial management.
- To promote the organisation and its mission and purpose to/with its members.
- To respect the role of the staff.
- To oversee assessment and managing of risk.
- To attend Board and committee/sub-group meetings as appropriate.
- To ensure an appropriate skill mix in representatives.
- To enhance the organisation's public image and contribute to marketing/fundraising strategies.
- To serve as a court of appeal subject to appropriate sub-groups/committees dealing with finance, staffing and legal matters in the first instance
- To assess its own performance.

Individual Responsibilities

- Responsibilities of individual directors include:
- Due diligence and support to the organisation.
- Attendance at Board and committee/sub-group meetings as appropriate.
- Knowing the organisation's mission, values, services, policies and procedures.
- Reading papers and minutes before Board meetings.
- Keeping informed of developments in the area of work of the organisation and sharing that information.

- ❑ Agreeing and signing off to the Board's governance policies, such as the Code of Ethics, conflict of interest, confidentiality and organisational policies.
- ❑ Not using their position as a director for personal gain or in an inappropriate manner.
- ❑ Not acting in a way to cause reputational damage to the organisation



Role Description 2: Placement Volunteer Counsellor

Placement counsellors in **In Sync Youth & Family Services** can be Student, Trainee or **Volunteer** Counsellors.

A student counsellor is an individual undertaking an initial generic training course in counselling or counselling psychology. To secure a healthcare placement, it is recommended that students are working towards a recognised qualification in counselling or counselling psychology and as such, will have to complete approx. 100 hours of supervised counselling.

A trainee counsellor has already gained a recognised qualification in counselling, usually at diploma level. They may be seeking a placement in healthcare either to enhance and develop their professional counselling role or to accumulate more clinical hours to achieve their individual counsellor accreditation.

A Volunteer counsellor is most often qualified diploma level accredited counsellors who, whilst at varying stages in their professional development, might wish to offer some time to be a counsellor within In Sync Youth & Family Services

Within In Sync **Youth & Family Services** the Placement Counsellor will:

- ❑ Work as part of the counselling service team, itself embedded within the larger **In Sync Youth & Family Services**. Attends team events as relevant and supervision with designated supervisor
- ❑ Carry out wait list assessments sensitively, collaboratively and consultatively with a broad band of young people (11-25 year olds) and their carers. The assessment process includes administration of a self-report questionnaire as part of the assessment process.
- ❑ Communicate care pathways (e.g., maintenance on list for counselling, triage into group, how to access self-help resources etc.) professionally, sensitively and diplomatically sometimes in an emotive atmosphere to clients, relatives, carers and other healthcare professionals relevant to the case.
- ❑ Participate in regular developmental reviews with the Counselling Service Co-ordinator or his/her representative, identifies CPD needs, agrees

objectives, identifies training needs and formulates a personal plan. (Special emphasis is placed on personal and professional development activities such as weekly in house clinical supervision where work is managed and goals agreed and reviewed at intervals, shadowing of other workers at sessions such as Step Teen Parenting Course Facilitation, joint working, personal study and reflection).

- ❑ Collaborate in the planning and delivery of psycho educational group sessions for clients or their careers.
- ❑ Provide advice and support for young people and their carers and other professionals as necessary during assessment and individual counselling sessions.
- ❑ When engaged in counselling with a young person, network and consult with relevant external agencies such as social services, the education and voluntary sector, to facilitate and enable intervention at multiple levels.
- ❑ Keep appropriate records of work and inform referrers and relevant others through letters or reports.
- ❑ Abide by confidentiality and information handling and storage guidelines of the **In Sync Youth & Family Services** Counselling Service.
- ❑ Maintain relevant administrative systems of own work, electronic and hard copy, in line with relevant guidelines.
- ❑ Follow a young person-focused and evidence based approach.
- ❑ Engage in formal and informal research and development activities designed to inform service development. The placement will be provided with opportunities to work on tasks to this end.
- ❑ Potentially be required to travel to placements across a relatively large geographical area and visit a range of settings on placement – ability to drive is desirable.
- ❑ Work in accordance with the **In Sync Youth & Family Services** policies and procedures, as well as those of relevant professional bodies and placing college. This includes following the advice and policies of **in Sync Youth & Family Services** including knowledge, awareness of, and compliance with the legal framework (Children's First Act 2015) relevant to the placement and client group, e.g., **In Sync Youth & Family Services** Child Protection Policy & Procedures.
- ❑ Cooperate in the use of rooms, books, tests and other equipment needed to carry out duties.
- ❑ Be required to work in an at times highly emotive atmosphere, frequently encountering distressing problems and circumstances and must maintain a high degree of professionalism at all times.
- ❑ Agree to a Garda Vetting Procedure and reference check process and agree to indemnify **In Sync Youth & Family Services** on their driving insurance. The post-holder will be required to comply with regulations relating to the Health & Safety at Work.
- ❑ Will be in attendance at regular personal counselling whilst on placement



Role Description 3: Volunteer Youth Leader Role Description

This is a generic role description for a volunteer leader that can be adapted by any In Sync Youth & Family Services youth club or youth project to their specific requirements

Desirable Skills:

- Friendly and approachable.
- Reliability – committing to turn up for the identified group or club night.
- Flexible – ability to change your approach with young people in line with age group and developmental needs.
- Non-judgemental/open minded – especially if you are aware of Young People’s backgrounds.
- Good listener.
- Good sense of humour – “ability to have a laugh”.
- Honesty.
- Energetic – In approach to the work, showing you want to be there.
- Patience – good temperament – easy going – don’t easily lose your cool
- Organised.
- Good communication skills: able to voice your opinion to other leaders and to work well with young people.
- Wanting to learn – volunteers should be open minded to learning and willing to develop within their role.

Tasks will include:

- Interacting with Young People.
- Actively participating in group activities and encouraging young people’s involvement
- Forming and building positive relationships
- Acting confidently
- Working as a part of a team with other leaders and young people in order to plan activities for the group.
- The planning, delivery and evaluation of activities aimed at meeting the interests of young people and keeping them involved.
- Completing Garda Vetting, Child Protection training and **In Sync Youth & Family Services** Adult Leadership Training.

- ❑ Using your own skills, abilities or hobbies into the role of youth leader.
- ❑ Communicate relevant information with Senior leaders or youth workers.

When:

- ❑ Most volunteers work a minimum of one evening per week with one youth group – this should be agreed before commencing with volunteer work.
- ❑ The time allocated each week will include time before the group for session planning, delivery and afterwards for evaluation (approximately 2 hours per week).
- ❑ There may be occasional weekend work such as trips etc. but this will be agreed well in advance.
- ❑ Consistency of leaders' attendance is vital to relationship building and the development of the youth group.
- ❑ Some people decide to volunteer their time on a once off basis through offering a particular skill set e.g. film making, mural work, etc. This should be discussed at the beginning of your interaction with other leaders.

Where:

- ❑ The majority of the work will take place at the group premises but can on an ad hoc basis include other venues or locations.

With Whom – The Team of Leaders

- ❑ Each youth group will have a minimum of two leaders depending on numbers.
- ❑ The gender of the leaders, where possible, should be conducive to the gender of the youth group.
- ❑ Each member of the leadership team should be conscious that leaders may have a skill set that may not be derived from a qualification but can come from other experiences and training.

Support, Supervision & Training:

- ❑ It is essential that each volunteer completes the **In Sync Youth & Family Services** Adult Leadership Training.
- ❑ **In Sync Youth & Family Services** staff will inform volunteers of training opportunities as they arise.
- ❑ Volunteers will be given an induction pack which will make them aware of the structure of **In Sync Youth & Family Services** and the policies and procedures relevant to their role.
- ❑ Constructive feedback on performance will be given during the debriefing meetings at the end of group work.
- ❑ One-to-one formal supervision support can be provided where necessary or requested.

Expenses:

- ❑ **In Sync Youth & Family Services** does not offer travel expenses to and from the location(s) where they are working.
- ❑ If a volunteer is required by the organisation to travel outside of the location(s) where they are working out of pocket expenses will apply.

- ❑ Reimbursement will occur where a volunteer purchases food or equipment for the group work.

Development Opportunities:

- ❑ Experience in supporting young people with their personal and social development which may assist in the career development of the volunteer.
- ❑ Volunteers have recognised that the personal and professional experience developed from direct involvement in a youth group is invaluable.
- ❑ Satisfaction of "making a difference" and seeing the progression of a young person.
- ❑ Develop an understanding of the issues facing young people at a local level.
- ❑ Development of personal and professional relationships with other leaders.
- ❑ Opportunity to make a positive contribution to your community.



Role Description 4: Naas Child & Family Project (NCFP) Volunteer in a Space 2B

Title: Volunteer in Plural Practise

Organisation: **In Sync Youth & Family Services**

Location: Naas Child and Family Project

Reporting to: NCFP Clinical Psychologist

Function:

To work in a supportive role to assist the Clinical Psychologist to run a group that is play based and clinically oriented for children and young people with ASD and who have other significant difficulties with the social bond. The activities and design of the environment are tailored by each child's interest and likes and offers a safe space for each child to treat his/her suffering.

The theoretical background of this group can be located following the teachings of French Psychoanalysts Jacques Lacan and Jacques-Alain Miller for the treatment of autism and psychosis. **Plural Practice** [pratique à plusieurs] is the name given to a modality of clinical work with autistic children, carried out by various people in a precise institutional context. The idea behind this practice is the multiple opportunities available by being amongst others in order to help a child with autism to come out of their withdrawal. The workers (NCFP staff and volunteers) are not intervening from their professional background but as partners of the child accompanying him/her towards the invention of their own solutions. The practitioner's interventions are done here and now as each child presents them in the group. The workers neither try to over stimulate children nor abandon them to their isolation.

These children present with various complex issues. These issues range from difficulties with food, toileting, auditory and tactile stimuli, anxiety, isolation, hyperactivity, and aggression, all of which have prevented them from attending other mainstream groups, to receive medical treatment, to separate from a significant other, to participate in hobbies or activities, to make meaningful friendships, to learn, to share meals with others, to name but a few.

Requirements and Duties of the Volunteer Role

- To have the desire to work in a setting oriented by Plural Practise

- ❑ To be open to being taught by each child
- ❑ To be a good team player
- ❑ To consent to become the child's partner in the elaboration of the solution to their difficulties
- ❑ To organise activities that respond to the individual child and group needs
- ❑ To participate in activities alongside your colleagues and children
- ❑ To contribute to weekly recordings on the children
- ❑ To attend weekly clinical conversations to give your observations and opinions on the children
- ❑ To help with practical activities - shopping, preparing the venue and clean up after group
- ❑ To be on time for group and for clinical conversations

Health & Safety

Comply with **In Sync Youth & Family Services** policies, procedures and safe practice and adhere to relevant legislation, regulations and standards

Child Protection

To adhere to the **In Sync Youth & Family Services** Child Protection Policy and to report any matters of concern to the NCFP Clinical Psychologist

Confidentiality Clause

Information on all families attending the project is strictly confidential and should never be disclosed/ discussed outside of the project.



Role Description 5: HALO Volunteer Role Description

Name of Volunteer:

Role Title: Volunteer Counsellor for Parents

Start Date of Volunteering:

Available Support Persons for Volunteer: HALO Coordinator

Brief description of the tasks the volunteer has been assigned:

- To provide counselling to parents of young people who have engaged with the HALO project team.
- To be punctual and on time for set and agreed appointments.
- To take appropriate client notes following each appointment.
- To store client notes securely and safely.
- To keep client information private and confidential.
- To participate in agreed case management supervision with HALO supervisor.
- To engage in regular supervision with an IACP accredited supervisor as required by the Education body.
- To work in accordance with HALO policies & procedures.

Signed: Volunteer _____ Date: _____

Signed: Coordinator _____ Date: _____

Section Six: **In Sync Youth & Family Services** Volunteer Templates

Template 1: **In Sync Youth & Family Services** Volunteer Application Form Template

1	Applicants Name: Any Previous Names:														
2	Address:				Phone Number:				Email:						
3	Date of Birth:						Place of Birth:								
4	Occupation:														
5	Please outline why you would like to volunteer with us:														
6	Please give details of youth training/any previous experience/involvement in youth activities/clubs. (attach additional sheet if necessary):														
7	Please tick your availability on a weekly basis to volunteer: M=morning A=afternoon														
		Mon		Tues		Wed		Thurs		Fri		Sat		Sun	
		M	A	M	A	M	A	M	A	M	A	M	A	M	A
8	Does the management of In Sync Youth & Family Services have your permission to present you for Garda Vetting? Yes/No														
9	I can confirm that nothing within my personal or professional background deems me unsuitable for a post which involves working with children. I declare that the above information is true and agree that I will abide and accept the terms and conditions of membership /participation. SIGNED: DATE:														
10	Please supply the name, address, telephone numbers and positions of two people, (non relatives) who can provide us with a reference														
		Name: Address: Tel No: Position:						Name: Address: Tel No: Position:							

Template 3: In Sync Youth & Family Services
Volunteer Induction Checklist

Induction is an information sharing process vital to help volunteers feel part of the team and to become productive in their role. Complete all stages with each volunteer.

GENERAL	YES	NO	N/A
Introduction to staff and other Volunteer Leaders			
Mission statement /statement of purpose Aims and objectives, ethos and values			
History of organisation/project			
Overview of the wider In Sync Youth & Family Services			
Role of Volunteers and Staff			

POLICIES & PROCEDURES	YES	NO	N/A
Child Protection			
Equal Opportunities			
Volunteer Policy			
Photography and Social Media Guidelines			
Data Protection			
Bullying and Harassment			
Garda Vetting			
Health and Safety Policy			
Working with Vulnerable Adults			
Residential Guidelines			

PRACTICAL	YES	NO	N/A
Volunteer Agreement			
Role Description			
Support and Supervision			

Training			
General Orientation of Building, Office, Equipment			
Expenses			
Record - Keeping System			
Contact Numbers			
Insurance cover			

Template 4: In Sync Youth & Family Services
Volunteer Agreement Template

This Volunteer Agreement demonstrates how we value volunteers. We want to assure you that we appreciate your contribution to our organisation. We are dedicated to ensuring that you have a quality volunteer experience which is both productive and rewarding

We agree to accept the volunteering service (Name of Volunteer) _____ beginning on 00/00/00 and ending on 00/00/00.

The volunteer agrees to volunteer for 00 hours per week on the following days. Please tick your availability on a weekly basis to complete placement hours: M=morning A=afternoon

Mon		Tues		Wed		Thurs		Fri		Sat		Sun	
M	A	M	A	M	A	M	A	M	A	M	A	M	A

The volunteer role is _____ and the volunteer will be supported and supervised by _____

In Sync Youth & Family Services commits to the following:

1. To provide adequate information and training so you may meet the expectations as described in your volunteer role description
2. To explain what is required of you and to support to provide encouragement to help you achieve the desired results
3. To assign you with a named supervisor who will provide you with regular support and supervision meetings and act as a "go" to person
4. To treat you with respect and courtesy at all times
5. To be receptive to any comments and feedback from students
6. To value and recognise our volunteers as a significant resource in achieving the goals of our organisation.

The Volunteer commits to the following

1. To fulfil my role as outlined in the Volunteer role description provided
2. To perform my role to the best of my ability
3. To follow the organisations policies and procedures
4. To meet time and task commitments and to provide sufficient notice when not available
5. To act in a way that is in line with the aims and objectives of the organisation and that enhances the work of the organisation

Agreed by:

Organisation signature: _____ Date _____

Volunteer signature: _____ Date _____

Template 5: In Sync Youth & Family Services
Volunteer Exit Interview

We would appreciate your help in providing us with feedback on your experience working with us in **In Sync Youth & Family Services**. This feedback is important in helping us shape the future experiences of volunteers and also the organisation as a whole.

Applicants Name:	
Date commenced with In Sync Youth & Family Services :	
Date ceased volunteering with In Sync Youth & Family Services :	
What were the key roles and responsibilities that you took on over your time with us?	
What were the key skills/opportunities you gained?	
In your experience working with us, what were the challenges you came across? How were you supported with these?	
In your opinion, what are some of the areas In Sync Youth & Family Services can improve on in our service to children, young people and families?	
Is there anything additional you would like to say?	
Signature:	Date:

Template 6
In Sync Youth & Family Services
Student/Volunteer Organisational HR Form

Name:	
In Sync Youth & Family Services Project/Service	
Category: Specify Student or Volunteer:	
College Name, Course and Year of Study (if student):	
Start Date:	
Finish Date (if known):	
Has the person been submitted for Garda Vetting:	YES <input type="checkbox"/> NO <input type="checkbox"/>
Has the person received Garda Vetting Clearance:	YES <input type="checkbox"/> NO <input type="checkbox"/>
Has the person completed the Child Protection eLearning Certificate (TUSLA or HSELand):	YES <input type="checkbox"/> NO <input type="checkbox"/>
Has a copy of their Child Protection eLearning Certificate been included with this completed form:	YES <input type="checkbox"/> NO <input type="checkbox"/>
Has the person's name been submitted for consideration for the next round of CPAP Training (name to be submitted to Youth Work Team Area Coordinators):	YES <input type="checkbox"/> NO <input type="checkbox"/>

This document must be completed and submitted to the HR section of In Sync Youth & Family Services (namely, In Sync Youth & Family Services Programme Manager) within two weeks of a student or volunteer commencing work with In Sync Youth & Family Services Project/Service.

