



# Volunteer Handbook



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## Welcome to Lead Scotland

Welcome and thank you for volunteering with Lead Scotland, Linking Education and Disability. Whether you have volunteered to support learners or befriendees, fundraise for us, volunteer online or support the wider organisation, your involvement will make a difference to our services and our learners. We hope that you will gain from the experience too.

We are committed to providing volunteers with a quality service, from recruitment to moving on from Lead Scotland. Lead Scotland has held the quality standard, “Investing in Volunteers” (IiV) since 2005 as part of our commitment. A bench mark of good practice in volunteer management.

## The aims of the volunteer handbook

This handbook:

- gives background information about Lead Scotland
- is a reference pack to provide information that you may need as a Lead Scotland volunteer
- signposts you to essential paperwork, policies and key procedures

Your Volunteer Manager or Learning Coordinator (job titles can vary) usually arranges group induction sessions for all new volunteers. We hope you find this pack is a useful reading and helpful in your role with us.

At the end of each section there you will be directed to an exercise in the workbook to complete (if you are having a 1 to 1 induction).

Finally, your Volunteer Manager is there to support you throughout your time with Lead Scotland so please contact him or her with any questions or concerns, or if you just want to chat about your volunteering.

## Lead Scotland: The Organisation

This section provides information on the aims of the organisation, its services and the role of volunteers. The following information has been taken from our latest strategic plan (available on Lead Scotland’s website, [www.lead.org.uk](http://www.lead.org.uk)).

### Lead Scotland's Vision

Our vision is of a fair society where disabled people and carers have an equal opportunity to learn, participate and achieve their potential.

### Lead Scotland's Mission

To influence change and provide personalised learning, befriending, advice and information services

### Lead Scotland's Values

- Equality
- Integrity
- Openness
- Mutual Respect
- Kindness

### Lead Scotland's Service

Volunteer Managers (actual job titles vary): are key workers in Lead Scotland. They deliver the service in different geographical areas of Scotland with volunteer support.

Learners and befrienders: are introduced to Lead Scotland in a variety of ways. Friends, relatives, social work or educational staff may refer them but the majority of people get in touch with Lead Scotland themselves. The Volunteer Manager is usually their first point of contact. Some learners or befriendees have questions that can simply be answered over the phone. For others the Volunteer Manager will arrange a home visit to discuss his or her learning goals and they may be involved with us for several months.

Range of Services: The range of learning projects is diverse. Our services to learners often include:

- Facilitating and valuing the learning people want to undertake whether non formal, informal or formal learning
- Loaning a computer and/or assistive technologies if needed
- The real scenarios that follow may help you visualise some of the ways that you could support learners or Lead Scotland. Names are changed.

### Learner Stories

Supporting a learner to regain their confidence:

Jack enrolled himself on a conversational French class. Although he'd felt he used to be a quick learner, before a period of ill health, he found it difficult to remember what he'd learned that day. After two sessions within the class he became so frustrated and disheartened, he stopped going. Months later he saw a leaflet for Lead Scotland in the library and he got in touch with Angela, the Volunteer Manager. He was ready to learn again but anxious after his recent negative experience. She introduced him to Norrie, a Lead Scotland volunteer, who enabled him to focus on working through a study skills pack from the local college. They met weekly in a quiet corner of the local library and together worked out strategies to support his memory. After a few months of practising French conversational skills with Norrie, using the college text book, Jack felt ready to re-join a class. Angela found the Supporting Adult Learners course helped her in this role.

Sharing IT skills to support an Volunteer Manager:

Steven, a Lead Scotland volunteer, supports Jean, his Volunteer Manager by retrieving Lead Scotland laptops from learner's houses at the end of the loan period. He runs a piece of software over them to ensure they are ready for the next learner. Jean covers a large geographical area so this saves her a lot of time.

### A brief history of Lead Scotland

Lead Scotland was set up in 1979 to work in the field of adult education for physical/sensory impaired learners. It is a Scottish charity and in 1990 took the name Lead Scotland, Linking Education and Disability. Its original purpose was to provide tutorials for people with sensory/physical impairments in their own home. The focus has shifted slightly over the years. Today Lead Scotland supports disabled people and unpaid carers, eg physical/sensory impairment, mental health, learning difficulties. We still support people to access learning opportunities and some services continue to be provided in learners' own homes but now we also provide community classes, including digital skills are an SQA centre, offer some befriending projects provide a national helpline service and have a range of our own courses.

Lead Scotland works in close collaboration with many partner organisations and have become a national agency recognised across Scotland for the quality and range of our work in the field of lifelong learning, particularly our literacy, numeracy and digital skills. Lead

Scotland also advocates on behalf of disabled learners, providing feedback on gaps in service provision to encourage improvements.

#### Funding for Lead Scotland

You will have already met your local Volunteer Manager or Learning Coordinator (actual job title varies). They provide the local service to learners and are responsible for Lead Scotland's team of volunteers. Below we look at some of the other people who are involved in Lead Scotland.

The Chief Executive Officer (CEO) of Lead Scotland, reports to the Board of Directors. The CEO works with the Board on new directions and services, finance and staffing matters presenting options and making recommendations.

A copy of the up to date organisational structure and staff contact list is available on Lead Scotland's website [www.lead.org.uk](http://www.lead.org.uk) (or available from your Volunteer Manager).

#### Lead Scotland's Operating Principles

##### Enabling

Lead Scotland staff and volunteers support Lead Scotland learners to achieve the goals they have set. The emphasis is on the learners taking action themselves (with assistance from Lead Scotland if required) rather than Lead Scotland doing things for the learners.

##### Confidentiality

In volunteering with Lead Scotland you must agree to the terms of our confidentiality policy. You may find yourself in possession of sensitive information regarding the learner, for example, his or her support needs, family set-up, achievements, disappointments and so on. The development of a positive relationship between Lead Scotland and its learners is dependent on trust and the maintenance of confidentiality.

##### Equality

Lead Scotland has an Equality and Diversity policy and we expect a culture of respect from all volunteers and staff. We also expect learners to respect you and we make this clear to learners at the initial stages of their involvement.

Also we require that all people involved with Lead Scotland behave in a non-discriminatory way. Our Equality and Diversity policy sets the tone for staff and volunteers. Unintentional discrimination is still

discrimination. We encourage staff and volunteers to question traditional ideas, opinions and stereotypes and develop an anti-discriminatory approach.

Why does Lead Scotland ask new volunteers to disclose certain things like disability/ethnic origin, etc at the application stage? Lead Scotland is pro-actively finding out whether it is recruiting people from particular groups, which are protected, within the remit of the Equality Act.

We encourage you to take advantage of our equality training opportunities which can be arranged through your Volunteer Manager.

Please open your Workbook and look at Exercise 1: Thinking about Operating Values. Try to complete the questions before checking your answers.

In Lead Scotland we believe that a person is not disabled by their impairment but by a lack of access to the right equipment, services, employment, educational and social opportunities and an appropriately designed environment. Because of our particular client group, the issues you will most often meet relating to equal opportunities will be around disability and the final part of this section aims to prepare you for dealing with some of the most common issues.

There are two main models or ways of thinking about disability: the medical model and the social model. It is the social model that underpins the work within Lead Scotland.

“Disability is any restriction or lack of ability (resulting from an impairment) to perform an activity in the manner or within the range considered normal for a human being” (World Health Organisation).

#### Social Model

The social model of disability sees a person's condition as only one of a range of issues. It argues that most of the day to day difficulties faced by disabled people are caused by the way society is organised and designed to meet the needs of non disabled people.

- inaccessible public transport, high kerbs, steps, narrow doors, toilet facilities, poor lighting and so on
- assumptions about what disabled people can and cannot do, such as employment and education



In Lead Scotland we do not record a person's specific medical condition or impairment. Instead the Volunteer Manager will ask the person to talk about how their impairment impacts on their ability to learn. For example it is not as helpful to us if someone tells us they have had a stroke, it would be more helpful if they tell us that they have difficulty concentrating for more than half an hour at a time because this is relevant to learning.

Some of our case studies, however, include a reference to impairment/disability in order to highlight discriminatory practice.

### You and your Volunteer Manager

In this section we look at the relationship between you and your Volunteer Manager, the induction process and the system of support.

Volunteer Managers (actual job titles vary) recruit, induct and support all volunteers. He or she is responsible for placing you with a learner or for defining your involvement as a volunteer. Your Volunteer Manager is responsible for providing you with support and these procedures are described below.

The volunteer policy outlines Lead Scotland's commitment to all volunteers. It is reviewed bi annually and the most up to date version is on volunteer Sharepoint.

### Induction

When using this pack for induction, you will meet with your Volunteer Manager after you have had chance to read it and carry out the exercises in the Workbook. Discussing things with your Volunteer Manager should prepare you for your volunteering role and hopefully clarify anything that you aren't sure about.

### Finding out about the role

Once you have been 'matched' with a learner or task, your Volunteer Manager will talk you through the role and make sure that you are clear about what exactly is required. He or she will then ask you to sign a Volunteer Statement of Commitment (SOC). This is discussed below.

An action plan will have been drawn up jointly by the learner and the Volunteer Manager. Elements of this plan may be discussed during your first visit. It sets out the learner's learning goals in a timed, measurable way.

Volunteers who undertake any role that involves computers should firstly read through our Acceptable Internet, Email and Social Media Usage Policy before being matched. This intimates our guidelines and boundaries.

The Statement of Commitment (SOC) sets out your commitment to giving your time to carry out a specific task or to supporting learners. The SOC is completed at the time of your match by your volunteer manager with the learner and yourself all signing to create an agreement. The SOC also includes risk assessment information.

#### [Reasons for having a SOC: -](#)

Page 1 sets out your involvement as a volunteer, clarifying the boundaries to each role you undertake to manage everyone's expectations. This procedure underlines Lead Scotland's professional approach. Your skills and expertise are vital to Lead Scotland's service and we all have an obligation to ensure that learners receive a professionally run and efficient service.

Page 2 details Lead Scotland's responsibilities with respect to your training and support.

Page 3 enables administrators to record key information about your role for anonymous statistics.

Page 4 details the result of the risk assessment on your volunteer placement.

It provides clarity of the role you will perform for anyone you come into contact with as a Lead Scotland volunteer, eg College lecturers, Lead Scotland learners and their families, other Lead Scotland volunteers. A copy of the first page is given to the learner to ensure that the learner's expectations of the role match yours.

#### [Data Protection and your information](#)

Your Volunteer Manager holds a personal file about you and your activities with Lead Scotland. This includes your application information, record of hour sheets, notes of meeting dates between you and your Volunteer Manager, details of all the tasks that you undertake for the organisation and any Lead Scotland training courses that you undertake. If you wish to see your personal file - just ask your Volunteer Manager. This allows us to collate anonymous statistics for our funders and helps

us to monitor our equal opportunities recruitment, this information is kept for up to 10 years depending on the funder before being permanently deleted).

#### [The initial trial period](#)

Your trial period begins when you are matched with a learner or begin a role agreed with your Volunteer Manager. This is a good time to find out whether you like volunteering for Lead Scotland and whether you are suited to the role. Please contact your Volunteer Manager to discuss anything that is causing you concern.

The length of your trial period varies according to how frequently you are volunteering. For example, if you volunteer weekly this will be one month or up to three months if your services are required less frequently. This will be agreed when you start volunteering.

#### [The review meeting](#)

Towards the end of the trial period, your Volunteer Manager will have a review meeting with you to see how you are getting on.

You should feel free to discuss any difficulties with your Volunteer Manager before the review meeting. By the time of the review meeting you may decide to withdraw from Lead Scotland, ask to do different opportunities, or to be placed with a different learner. It is better that you are open about your experience and feelings so you can get the most out of volunteering with Lead Scotland.

#### [Support](#)

Your Volunteer Manager will arrange to meet with you on a fairly regular basis or telephone, text, email you (depending on your preference) to find out how you are progressing. All roles have positive and negative aspects and Volunteer Managers, volunteers and learners gain from open and honest discussions where experiences and practice are shared. Support meetings give you a chance to comment on more effective ways for Lead Scotland to meet the needs of learners and volunteers as well as an opportunity to get feedback about your own progress.

Your Volunteer Manager will keep a brief record of your discussions during these meetings for you both to reflect on at a later date. We hope you are able to develop your skills, gain training and have a really positive experience.

Your Volunteer Manager will also arrange Volunteer Forum meetings so that you have an opportunity to meet other volunteers, discuss issues, have training, and share experiences which may be common to other volunteers.

#### Volunteer Training

Beyond the induction we encourage you to take up any training that we can offer either through ourselves, our partners or free online training.

#### Saltire Award

If you are aged under 25 years you could work towards the [Saltire Award](#) for 50, 100 or 200 hours volunteering (ask your Volunteer Manager).

#### Adult Achievement Award

If you are over 16 you could gain a national Adult Achievement Award from Newbattle Abbey College. (ask your Volunteer Manager)

If you identify other training which you think might be useful then please talk to your Volunteer Manager about this.

#### Limits to your volunteering role: Boundaries

Lead Scotland's role in a learner's life has a strict focus on learning. We do not expect, or encourage, you to do anything outside your remit as outlined in your Statement of Commitment (SOC). This applies whatever your volunteer role is: supporting your Volunteer Manager with publicity, accompanying a learner to classes, supporting the organisation as a whole, fundraising for us or supporting a learner learning in his or her home.

Our volunteers have in the past had requests to take on caring duties; to prepare learners' meals, escort someone shopping etc. and these are most definitely not part of your role. Your Volunteer Manager will have made this very clear to the learners, their personal assistants and anyone else involved in the match. Your role is supporting learning, encouraging confidence and independence in learning. If you feel that a matched learner is overstepping these boundaries please let your Volunteer Manager know and we will sensitively and quickly deal with this.

Our desire is for you and your match to develop a friendly and productive relationship.

Remember you can say No!

We appreciate that it is not always easy to say no, but you will find each Volunteer Manager to be open and responsive to your feedback and to take efficient action to remedy any situation to your benefit. We welcome honesty and foster an environment where people can say easily say no to a certain task.

#### Difficult Situations

On a rare occasion you may inadvertently find yourself in an informal guidance and counselling role, where the learner shares problems and issues that are outside your remit. You may start to feel that you want to help them if they don't seem to have many other people around who they can turn to for support. Experience has taught us that it is extremely important that you talk to your Volunteer Manager as soon as possible about this. Your Volunteer Manager can take over at that point. If a problem is outside the remit of the Volunteer Manager, he or she may suggest appropriate assistance from, for example, a trained counsellor or an advocate.

If a learner asks you if they can confide in you – remind them firstly before they speak, that as part of your role you would have to talk to the Volunteer Manager about the issue. Encourage the learner to talk to the Volunteer Manager directly or ask if you can refer the learner to your Volunteer Manager if this happens.

#### Becoming Socially Involved

If you become socially involved with the learner this is likely to change the learning relationship. You should discuss this with your Volunteer Manager.

Volunteers must not enter into a sexual or inappropriate relationship with the people who use our services. This includes but not limited to suggestive comments, conversations, texting or emails.

#### Lead Scotland's Gift Policy

On occasion, a learner may wish to demonstrate gratitude for Lead Scotland's service by providing a gift to a volunteer or staff member. Talk to your volunteer manager if you are offered a gift. We have a gift policy.

For example the policy states that discretion is wholeheartedly given to volunteers and staff to decide whether or not to accept a gift. It is

understood that refusal may cause offence, and each instance will require to be decided on merit. However we do have to log any gifts that are received.

Please open your Workbook and look at Exercise 3: Volunteer Roles. Try to complete the questions before checking your answers.

### Lead Scotland Procedures

Lead Scotland tries to keep procedures to a minimum but, as will be highlighted in your Statement of Commitment, we ask that you complete the paperwork that records your activities and expenses.

### Volunteer Record of Hours forms

We need you to follow the procedures and complete the forms and records outlined in this section so that we operate efficiently and effectively as well as providing comprehensive information about the work of the organisation. Some Funders, for instance, expect Lead Scotland to have proof of what we are achieving; for example, how many hours volunteers have spent with learners in a particular area, what they are studying, whether they have achieved qualifications and so on. Information about the work of Lead Scotland is essential for budgeting, planning and ensuring that learners' and volunteers' needs are met.

### Health and safety

Lead Scotland is concerned about the health and safety of all staff and volunteers. We have a responsibility to minimise risks and we expect you to take responsibility for telling us if you don't feel safe, or comfortable, at any time during the course of your volunteering. In the event of a medical emergency during your time with your learner we ask that volunteers follow the procedures explained at the time of the SOC, dialling 999 first if applicable, knowing and having to hand the telephone numbers to call for next of kin and speaking with the Volunteer Manager as soon as possible.

### Lead Scotland's Insurance

Volunteers are covered by Employers and public liability insurance (ask your Volunteer Manager for details). However, we ask all volunteer not to lift anything heavy or awkward, or lift a person (eg someone who has fallen). As well as hurting yourself, someone else, or an object, you **would not be covered** by our insurance in this instance.

#### [Your car insurance and Lead Scotland's policy](#)

Lead Scotland's insurance does not cover your car.

If you are using a car in the course of volunteering please let your insurance company know, even if you are only using it to get to and from your place of volunteering. It shouldn't affect your insurance premium, but you should tell them.

#### [Lead Scotland's smoke-free policy](#)

Lead Scotland's smoke-free policy was created to ensure that Lead Scotland is taking reasonable steps to protect all employees, volunteers, learners and visitors from exposure to second-hand smoke. This means you will be volunteering in a smoke-free environment. The policy applies to everyone (including people who smoke).

#### [Lead Scotland's Safeguarding Adults and Children Policy](#)

Lead Scotland primarily supports adults; however our services start at 16+. Lead Scotland is committed to the protection of children (under 18 years) and regards the safeguarding and promoting of the interests and wellbeing of children (under 18's) as of paramount importance. As volunteers you have a legal duty to report any discovered or suspected physical, sexual or emotional abuse of any children with whom they come into contact.

#### [Risk Management](#)

You will never cold call a learner. You will be matched once your Volunteer Manager has used the volunteer placement risk assessment checklist to check there are no significant hazards at your volunteer placement. We cannot eliminate all risks, of course, but we try to minimise any as far as possible. Your Volunteer Manager will give you a copy of the risk assessment findings (Page 4 of the SOC).

However, there may be things that you find uncomfortable or that happen after your initial visit with your Volunteer Manager. Please be alert to things which you think could damage your health and talk to your Volunteer Manager.

If you feel unsafe or uncomfortable in any way in your volunteer role and it is not a simple matter which you can easily deal with, you must seek advice from your Volunteer Manager immediately. He or she will discuss ways of tackling the issue with you or intervene on your behalf as appropriate.



Please open your Workbook at Exercise 4: Health & Safety. Try to complete the questions before checking your answers.

#### Personal Safety: Things to do

Make a note of any personal safety or health and safety issues which occur to you once you have taken up your volunteer role. Discuss these with your Volunteer Manager.

#### Claiming out of pocket expenses

You are entitled and encouraged to claim out-of-pocket expenses for activities you complete in your role as a Lead Scotland volunteer. This might be participating in training, a meeting with other volunteers, collecting materials, visiting your Volunteer Manager, supporting a learner, making trips to distribute publicity materials etc. If you are in any doubt, consult your Volunteer Manager.

#### How to claim

Where is it? Hard and electronic copies are available from your Volunteer Manager

How is it paid? We encourage people to complete the BACS form (available on volunteer Sharepoint) so that we can pay it directly into your bank account. That saves us time and money.

When? Expenses claims are submitted to your Volunteer Manager once per month (by the end of the first week of the next month). If you need to claim in advance for your travel rather than be reimbursed, please speak to your Volunteer Manager and we will arrange this for you. If you do get expenses in advance, you would then submit your form with details of your expenses and the amount of the cash advance you have received. Once you have completed and checked the form carefully, you should note down for your own records the date and details of your claim. Please note that we need copies of your receipts (bus/train tickets). We have a freepost address to send expenses paper copies to.

#### Expenses - the three golden rules:

- Claim your out of pocket expenses each month
- Check your claim and keep a copy for your own record
- Include receipts



### Volunteering and Benefits

Volunteering is not part-time work and should not affect your benefits. We strongly recommend that you tell your Job Centre office that you are volunteering. The Department of Work and Pensions have guidance around volunteering and benefits.

### Volunteer Record of Hours

Lead Scotland would struggle to exist without volunteers - the whole service is based on your valuable voluntary contribution and some funders ask us to record volunteer time so that we can demonstrate Lead Scotland's achievements. This might also be important for you personally: it is evidence of your commitment and a formal recognition of your valuable time.

Information about your hours will also be useful if you request a reference from Lead Scotland. Many companies and organisations acknowledge that time spent in volunteering improves people's skills and employability and Lead Scotland will be happy to provide a reference for you after 12 weeks of volunteering with us. We ask therefore that you please complete your record of hours sheet each month.

Completed sheets should be attached to your expenses claim form and sent monthly to your Volunteer Manager.

### Intellectual Property

Sometimes you may be involved in creating something new with Lead Scotland, e.g. a workbook for a learner, text for a webpage, designing a leaflet, etc. Please note that all volunteering work that you undertake for us remains the 'property' of Lead Scotland even after you have moved on from your volunteer role with us.

### Complaints

In line with good practice, we have a formal policy and procedures to deal with all types of complaints. See our website, [www.lead.org.uk](http://www.lead.org.uk). All complaints will be taken seriously and investigated in a fair and sensitive manner.

### Moving on from Lead Scotland

We anticipate and know that at some point you will want to move on from your volunteer role with Lead Scotland. This is only natural, but from our experience, we know that this can sometimes be difficult to say

to us. Please remember that we are grateful for your time and support and we don't expect to be able to hold onto you forever!

In exchange for the support that you will have given to us as a volunteer we can provide a reference, note of the roles that you undertook, training attended, etc.

Feedback: We would be very grateful if you can give us feedback on your experience of volunteering with Lead Scotland which you can leave anonymously via a link given to you by head office upon leaving your role.

### [Sources of support for you and learners](#)

There is a wide range of experience and knowledge within Lead Scotland that can assist you in your role. Your Volunteer Manager will be able to advise you on most matters but will also be able to refer you to other relevant people or information if required.

All Lead Scotland Volunteer Managers are managed by the Regional Development Manager in their area (who in turn reports to the CEO of Lead Scotland). Regional Development Managers are based in the North and South of Scotland. You will find their details on our website (or you can phone the head office for their details). The Regional Development Manager or the Engagement and Development Officer is the person to contact if you are unable to speak to your own Volunteer Manager and the matter is urgent.

### [A Lead Scotland Volunteer Managers role](#)

Projects do vary so your Volunteer Manager or Learning Coordinator may have a different role than given below if they have a very focussed project, eg working with young carers, or independent travel, but here are some of the types of work that Volunteer Managers are often involved with:

### [Working with learners](#)

This includes providing educational guidance and information, drawing up learner action plans, matching learners and volunteers and checking up on details that will enable the learner to learn. This might involve arranging running classes for learners, organising the computer loan scheme, checking on accessibility of educational and training establishments and arranging adaptations to enable learners to study.

### Supporting volunteers

They recruit, train and support volunteers. This includes responsibility for induction, matching volunteers' skills to appropriate volunteering roles, offering supervision and support and running volunteer forums. Volunteer Managers also provide references for their volunteers.

### Gathering and accessing information on educational opportunities

This involves gathering local information about formal and informal education, training courses and leisure opportunities in order to provide guidance to learners. Volunteer Managers also have knowledge how to signpost learners to other sources of support.

### Representing Lead Scotland

Volunteer Managers / Learning Coordinators represent Lead Scotland in their area. This means attending relevant meetings, for example, disability forums, setting up displays about Lead Scotland's work at educational conferences or open days at colleges, and giving talks about the work of Lead Scotland to potential funders and other interested parties.

Please turn to Exercise 5: Tricky Situations in your Workbook. Try to work out how you would approach each situation before looking at the suggested approaches in the answers section.

### What else do you need to know?

There is no 'answers' section for the following questions but they may trigger some thoughts or questions you'd like to discuss. Please note down your answers and take them to the next meeting you have with your Volunteer Manager.

- Why do you think Lead Scotland exists?
- What are Lead Scotland's main aims?
- What do you hope to get from your experience of volunteering with Lead Scotland?
- What do you think Lead Scotland expects from volunteers?
- Why do you think confidentiality is important?
- Who is your main contact person in Lead Scotland?
- When and how can you contact him or her?
- Who should you go to if your main contact is on holiday/not available?

- Who should you go to if your concerns are regarding your main contact?
- What is the statement of commitment and when is it completed?
- How do you go about claiming out-of-pocket expenses from Lead Scotland?
- What would you do in a medical emergency at a learners home?
- When should you complete your volunteer record of hours sheet and why is it important to do so?

#### Feedback about this handbook

- Has this handbook been useful?
- Do you feel prepared?
- What else do you still need to know?
- Any improvements?

#### Policies – where are they?

The most up to date versions of these policies and procedures are available on Sharepoint. Please let your volunteer Manager know if you need any of them printed out.

- Acceptable Use policy (including social media)
- Equality and Diversity Policy
- “What is Access?” handout
- Volunteer Policy
- Confidentiality Statement and Code of Practice
- Health & Safety Policy
- Learner Action Plan
- Volunteer Statement of Commitment
- Volunteer Placement Risk Assessment Checklist
- Volunteer Meeting Notes Form

- Lead Scotland Gift Policy
- Lead Scotland child protection policy statement for volunteers
- Volunteer Expenses Form
- Volunteer Record of Hours sheet
- Complaints Procedure Leaflet