

Contact Details

Maria Mason - maria@bemmad.co.uk

Paul McCarthy - paul@bemmad.co.uk

Karen Brundish - karen@bemmad.co.uk

Room 3.01
Felaw Maltings,
44 Felaw Street
Ipswich
IP2 8SJ

Telephone - 01473 408062

Visit the BeMMaD website
www.bemmad.co.uk

For more information and volunteering opportunities
www.vinspired.com

To find out more about [v](#)



Join our **BeMMaD in Suffolk**
Facebook group!

SUFFOLK Suffolk Education Business Partnership
Room 3.01,
Felaw Maltings, 44 Felaw Street, Ipswich, IP2 8SJ
Tel - 01473 408062
Fax - 01473 408063
Web - www.suffolkebp.co.uk
Company Registration No: 02794676
Registered Charity: 1020184

Education Business Partnership
Education working hand in hand with business



Volunteer Handbook

vinvolved project
national youth volunteering programme

Supported by
V Inspiring
a million
more young
volunteers

Everything that your child or young person says to you is confidential to BeMMaD as an organisation, not just you, unless it is to do with serious harm to themselves or others.



Smoking

BeMMaD has a no smoking policy. All venues used as part of the project are smoke free.

Alcohol and Drugs

The BeMMaD project is sensitive to issues surrounding drugs and alcohol. In the interests of offering an effective service volunteers must not be under the influence of drugs or alcohol while taking part in a project. We will signpost volunteers to outside help if required. BeMMaD staff are obliged to confiscate alcohol from anyone under the age of 18 found in possession.

Insurance

Suffolk EBP has the required level of employer and liability insurance and public liability insurance. These policies are reviewed annually and can be reviewed on request. Venues used as part of the project have their relevant insurance certificates witnessed by a member of Suffolk EBP staff. If insurances is not in place the venue will not used.

Problem Solving / Complaints / Grievances

Official procedures are in place to ensure that issues and complaints regarding Suffolk EBP staff and operations are managed fairly. If you have any concerns please speak to your BeMMaD contact who will advise you how to proceed.

This handbook aims to provide the basic information you need as a volunteer mentor or befriender with a BeMMaD project. BeMMaD aims to provide a diverse range of high quality mentoring and befriending opportunities that are inclusive and attractive to young people aged 16-25 who live in Suffolk.

Mentoring and befriending allows you to use the skills and experiences you already have. We want to hear your concerns, interests, skills and experiences and enable you to act on issues you can relate to. At the centre of both mentoring and befriending is support, encouragement and trust with a shared understanding of the relationship. The mentor or befriender will be more experienced and offer practical assistance. Opportunities are also available in related activities such as promotion, planning and contributing to our website.

What you can expect to happen

Recruitment

We recruit volunteers in two ways; the vinspired.com website and with partner organisations. If you are already engaged in a group (e.g. school, community group) chances are you will have already been introduced to the project by a member of the BeMMaD staff. If you registered an interest as an individual through the vinspired.com website you will be contacted by a member of the BeMMaD staff to arrange an informal meeting. In both cases you will get the chance to discuss how you want to get involved and what we can do for you.

Registration

If you like what you hear and want to get involved you will be asked to complete a registration form. This provides us with the information we need to register you with "v", the national youth volunteering charity, who fund the BeMMaD project. V offers a number of "awards" to volunteers as recognition and for you to use in the future as evidence of your involvement.

Training / Induction



You will be required to attend a training course to prepare you for your mentoring/befriending role. Subjects will include personal motivation, communication skills, roles and responsibilities of a mentor/befriender and who and when to ask for support. All training is accredited by the Open College Network (OCN) and assessed at an appropriate level. The length of training depends on the needs of the individual and requirements of the project. Training courses range from 5 to 30 hours of learner input and are arranged for a time to suit you.

Project Plan

As part of the training, or soon after, you or your group will meet with a member of the BeMMaD team to prepare a project plan and program of support. Project plans are made on an individual basis as projects and volunteers will have a variety of requirements. You will be included in the decision making process to ensure you are happy with how things are progressing.

practicable, the health and safety and welfare of all its employees, contractors and other persons who may be affected by its operations in accordance with current legislation.

The BeMMaD project is responsible for your health and safety during your involvement with a project. Risk assessments are completed on all premises and activities used as part of the project. We will keep you informed of the processes as they occur over the course of the project.

Child Protection

The Suffolk EBP recognises that the welfare of children is paramount and that we have a duty of care when they are in our charge or when we are in contact with them. We will do everything we can to provide a safe, caring environment whilst they and their families attend our activities or participate in our programmes.

Mentoring and Befriending training programmes address this topic in greater detail. It is requirement that volunteer mentors befrienders attend this training before they begin practicing as a volunteer mentor/befriender. In the interests of child protection you may be required to undergo a check by the Criminal Records Bureau.

Confidentiality

In English law there is a duty to maintain confidentiality where a relationship of confidence exists, such as counselling or advisory relationships. As a volunteer working with children you will find that from time to time a child may take you into their confidence. The children and young people supported by your project maybe vulnerable and it is essential that they know they can trust you and the organisation.

- Agree to do only what you are qualified to competently handle and realistically accomplish.
- Participate in the intake and orientation process (background checks, paperwork, training, etc.).
- Maintain confidentiality and privacy with regards to the host organisation clients, and other volunteers.
- Fulfill time and task commitments.
- Provide timely and constructive feedback to the agency if necessary.
- Be comfortable saying "no" if necessary.
- Remember that you represent BeMMaD and the organisation hosting your project.
- Clean up after any project.

Policies and Procedures

The BeMMaD project is managed by The Suffolk Education Business Partnership (Suffolk EBP). The Suffolk EBP is responsible for ensuring the welfare of those who take part or benefit from the services they provide including the BeMMaD project. Full and detailed policies are available on request.



Equal Opportunities

Equal Opportunities ensures that policies, procedures and practice within the Suffolk EBP do not discriminate against the people within it. It is about treating people fairly and equally regardless of who they are their background or their lifestyle.

Health and Safety

It is the policy of Suffolk EBP to ensure, as far as it is reasonably

Support

It is important you feel supported in your mentoring/befriending role and can ask for help if need be. A programme of support is agreed on an individual or group basis as part of the project plan. Regular support will be made available and arranged at a time to suit you. This can be in person or on the phone or email where appropriate to discuss your mentoring/befriending relationship and any needs you may have. Where appropriate you will be given the contact details of your contact at BeMMaD who will be available for you to contact if any concerns arise.

The www.BeMMaD.co.uk website aims to provide volunteers mentors with a means of peer support. A forum is available for you to pose questions and share your experiences. The site will build into a library of resources over time.



Accreditation/Recognition/Progression



Accreditation is available in two ways. All mentor training programs are accredited by the OCN, a nationally recognised awards body. v awards act as record of your volunteering for you to use in the future to progress to employment, training or further volunteering. Both require collecting evidence of your time, learning and efforts. In the case of training, you will be asked to complete a written exercise booklet. For v awards, you are asked to collect evidence, for example; contributions to the BeMMaD website, photographs of celebration events or publicity materials. Towards the end of your volunteering role a member of the BeMMaD team will spend time with you to review your experiences and if need be, prepare you to use your volunteering experience to support your progression on to new opportunities.

Out of pocket expenses



Volunteering is about giving your time to benefit another without any other cost to you. All reasonable costs, e.g. travel or childcare, that allows you to contribute to a BeMMA D project will be repaid. Please ask your BeMMA D contact for a claim form.

Youth Participation Statement

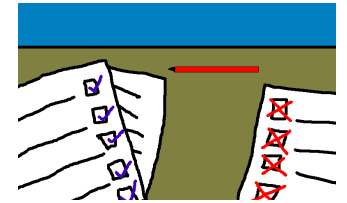
BeMMA D in Suffolk aims to enable young people aged 16-25 to act on the issues that effect their lives using the key principles in youth participation as follows : -

- Recognise young people's rights to participate in developing the services that impact upon them
- Promote respect by listening to young people views and taking them seriously
- Build and maintain strong relationships with the young people we consult with
- Provide young people with appropriate and timely information on our work
- Recognise young people's different situations and backgrounds particularly those
 - from culturally diverse backgrounds
 - with disabilities
 - in or leaving care
 - from vulnerable or marginalized groups

- Organise participation processes that take into account the needs of the young people, such as training and transport
- Encourage young people to provide feedback on the effectiveness of the participation processes

Volunteer Rights and Responsibilities

Volunteer Rights



- To do meaningful and satisfying work.
- To be carefully assigned to projects which meet your interests and needs.
- To be oriented to the agency - its mission, goals, staff, activities, and policies.
- To be trained appropriately for your work.
- To receive supervision and guidance throughout your involvement.
- To show initiative and leadership.
- To voice your opinion and have input into program planning and implementation.
- To be treated as a co-worker.
- To receive recognition for your time, efforts and learning.
- To have your personal information kept confidential and view information about you held by BeMMA D in accordance with the Data Protection act 1995.

Volunteer Responsibilities

- Participate in community service projects with enthusiasm and commitment.
- Be open and honest with BeMMA D about your expectations and abilities.