

SEND PARENT AMBASSADOR VOLUNTEERING POLICY

Introduction

Family Information Advice and Support Service (FIAS) operate the SEND Information Advice and Support Service (SENDIASS) for Tower Hamlets and City and exist to provide expert advice, information and guidance for parents/carers about Special Educational Needs (SEND)

Principles

This Policy is underpinned by the following principles:

- We will ensure that Ambassadors are properly integrated into the programme
- We will not introduce Ambassadors to replace paid staff.
- We expect that staff at all levels will work positively with Ambassadors and, where appropriate, will actively seek to involve them in their work.
- We recognise that Ambassadors require satisfying work and personal development and will seek to help Ambassadors meet these needs, as well as providing the training for them to operate effectively.
- We will provide appropriate training for all Ambassadors

Practice Guidelines

The following guidelines deal with practical aspects of the involvement of volunteers.

Recruitment

All prospective Ambassadors will have an informal interview to find out what they would like to do, their skills, suitability and how best their potential might be realised.

Volunteer Agreements and Voluntary Work Outlines

Each volunteer will have a Volunteer Agreement establishing what service undertakes to provide for them. In addition they will agree to a written outline of the specific work they will be undertaking. Neither of these documents is a contract but is a mutual agreement. All volunteers will be required to inform the Service Manager of any change in their circumstances in relation to child/adult safeguarding or any police involvement.

Induction and training

All volunteers will receive an induction into their own area of work. Training will be provided as appropriate. Where possible volunteers will be entitled to receive additional training on the same basis as paid staff.

Support

All volunteers will have a named person as their main point of contact. They will be provided with regular supervision to feed back on progress, discuss future development and air any problems.

The named person will provide support for volunteers in using office systems and ensure that all new volunteers receive training in use of office equipment, basic IT, Health and Safety and policies and procedures.

The Volunteer's Voice

Volunteers are encouraged to express their views about matters concerning our work.

Insurance

All volunteers are covered by PAC insurance policy whilst they are on the premises or engaged in any work on PAC behalf.

Health and Safety

Volunteers are covered by Tower Hamlets Health and Safety Policy, a copy of which is in the Volunteers Pack

Equal Opportunities

SEND IASS operates an equal opportunities policy in respect of both paid staff and volunteers. Volunteers will be expected to have an understanding of and commitment to our equal opportunities policy.

Problem Solving

We aim to identify and solve problems at the earliest possible stage. A procedure has been drawn up for dealing with complaints either by or about volunteers.

Safeguarding

Any concerns about the wellbeing of a child – or adult – because of physical, mental or emotional abuse including domestic violence, radicalisation, substance misuse or mental health problems must **immediately** be reported to the Safeguarding Lead.

Jenny Miller jenny.miller@towerhamlets.gov.uk 020 7364 7127

In the event that you can not contact the Lead Officer you ***must*** call Tower Hamlets safeguarding team 020 7364 5606/5601

Confidentiality

Volunteers will be bound by the same requirements for confidentiality as paid staff and be required to sign a confidentiality agreement.

