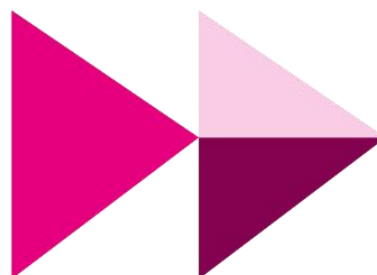
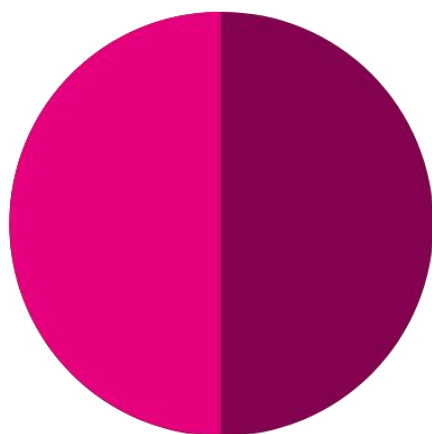


**CP SPORT**

**VOLUNTEERING**

# VOLUNTEER HANDBOOK



# CONTENTS

**CHIEF OPERATING OFFICER WELCOME**

**ABOUT THIS HANDBOOK**

**OUR VISION, OUR MISSION AND OUR VALUES**

**ABOUT US**

**VOLUNTEER VISION**

**YOUR RIGHTS AND RESPONSIBILITIES**

**OUR RIGHTS AND RESPONSIBILITIES**

**VOLUNTEER GUIDELINES**

**HEALTH, SAFETY AND SECURITY**

**GETTING STARTED**



## CHIEF OPERATING OFFICER WELCOME



**Welcome to Cerebral Palsy Sport it is my pleasure to introduce you to our charity. We recognise the role of volunteers, their value and the contribution they make to our community and our organisation.**

Volunteers at Cerebral Palsy Sport play a key role in a wide variety of roles and responsibilities within our organisation. We encourage the recruitment and training of volunteers to help with administration, fundraising, marketing and a range of events.

We recognise that volunteers bring a wide range of skills and experience to the roles they undertake and in return we are committed to providing support and guidance to our volunteers so that volunteering for Cerebral Palsy Sport is a rewarding and worthwhile experience.

Cerebral Palsy Sport strives to create a positive, productive and flexible environment for everyone involved and this handbook provides general information and guidance in your role and responsibilities as a volunteer.

Thank you so much for your support and commitment to Cerebral Palsy Sport, we couldn't do our vital work without you.

**Adi Fawcett**  
**Chief Operating Officer**



## ABOUT THIS HANDBOOK

Becoming a volunteer opens up a world of opportunity to learn new skills, develop self-confidence and enjoy yourself. It is your chance to get involved in the Cerebral Palsy Sport community in a way that is interesting, rewarding and fun.

The time and effort you invest in your role as a volunteer greatly benefits our organisation, our members and the community as a whole.

Volunteering can be formal or informal, short-term or long-term or a one-off for a particular event.

Whatever type of role you wish to undertake as a volunteer, you have a responsibility towards our organisation and the role you accept, just as you would in paid employment.

We have developed this handbook to guide you on your volunteer journey with us.

## OUR VISION, OUR MISSION AND OUR VALUES

### Our Vision

Everyone with cerebral palsy able to access and enjoy being physically active throughout their lives.

### Our Mission

To influence the sector, wider society and collaborate with partners so that every person with cerebral palsy has the opportunity and choice to enjoy being physically active.



## Our Values

### We will:

- **Listen** to our community and work together to find solutions to achieve our vision
- **Collaborate** with others from within the sector and from outside of the sector, we can't achieve our vision on our own
- **Learn** from our successes, our mistakes and from others, enabling Cerebral Palsy Sport to be an agile, dynamic and innovative organisation
- **Support** people with cerebral palsy to lead an independent and active life
- **Bring enjoyment** and fun to our work, to our programmes and events and ultimately to our community
- **Advocate** for and refer to “The Social Model of Disability” in our work to raise the level of equity within the sport and leisure sector and remove systemic barriers and social exclusion for people with cerebral palsy

## ABOUT US

**CP Sport is the national disability sports organisation supporting people with cerebral palsy to be able to access and enjoy being physically active throughout their lives.**

We collaborate with local, regional and national partners to provide physical activity that is accessible and enjoyable for people with cerebral palsy – children, young people and adults, all across the UK. We support everyone with cerebral palsy to have the opportunities, capability and motivation to participate in a wide range of physical activities and which suit a variety of interests.

We work hard to make physical activities accessible for everyone with cerebral palsy. Our expert specialist support for parents, support workers, teachers, coaches, physiotherapists, occupational therapists, sport providers and other professionals enable sport and sessions to



be adapted to suit individual needs.

Our friendly and welcoming community brings together people with cerebral palsy, their families and friends, volunteers and those working in the disability sport sector who provide local and national opportunities. We are part of a vibrant network, we collaborate with partner organisations, working together to break down barriers that prevent disabled people from enjoying active lives.

We are here to enhance the lives of people with cerebral palsy and the wider disability sport community. Signposting to local, accessible activities and campaigning with our members, fundraisers and partners, we raise awareness of cerebral palsy, as well as the physical and mental health and wellbeing benefits of being active.

Becoming physically active is life enhancing – increased confidence, increased motivation, reducing social isolation, not to mention the range of mental and physical wellbeing benefits which can improve daily life in the long term.

## **VOLUNTEER VISION**

**We give our volunteers the opportunity to share their passions, abilities and skills in meaningful ways that strengthen both their personal attributes and skills and our organisation.**

### **Volunteering for Cerebral Palsy Sport:**

- Creates a sense of belonging
- Enables creative expression
- Promotes social inclusion and reduces social isolation
- Promotes positive health and well-being outcomes for people with cerebral palsy

### **A volunteer is a person who:**

- Benefits the community and themselves by taking part in volunteering opportunities
- Provides their services of their own free will
- Does not receive any monetary reward (excluding out of pocket expenses)



- Performs a role that complements but does not replace, the services provided by paid staff

### **We support volunteers by:**

- Encouraging teamwork between paid staff and volunteers, strengthening the bonds between our organisation, our volunteers and the community we work with
- Providing opportunities to actively take part and contribute their unique talents, skills and knowledge, enhancing their personal development and self-esteem
- Understanding the motivations of volunteers and encouraging innovative ideas
- Providing rewarding and challenging volunteer opportunities to people in the community who share our passion, vision, mission and values

### **Benefits of volunteering:**

- Meeting new people and expanding networks
- Being involved in activities and programmes that make a real difference to people's lives
- Gaining new skills and experience in an area of interest that can create pathways to employment opportunities
- Increasing confidence
- Being part of a team
- Contributing to the well-being and development of people with cerebral palsy

## **YOUR RIGHTS AND RESPONSIBILITIES**

### **As a volunteer you have the right to:**

- Expect direction and support from our staff and managers
- Know as much as possible about our organisation and the way the volunteer programme operates
- Be informed of any new developments for your role
- Find enjoyment and satisfaction in your role



- Work in a safe environment
- Contribute ideas
- Be allocated suitable tasks that are within your skill set
- Be protected from excessive demands and have the ability to turn down work
- Be treated fairly and respectfully and be valued as an important member of our team

### **Your responsibilities:**

- Get to know the objectives and functions of our organisation and the specific programmes that you are involved in
- Understand and meet the requirements of relevant policies and procedures
- Take part in all induction, health and safety and required training
- Operate under the direction and guidance of your nominated staff contact to complete tasks
- Use any equipment we provide you with safely and appropriately, reporting any accidents or incident to your staff contact

## **OUR RIGHTS AND RESPONSIBILITIES**

### **We have the right to:**

- Make decisions about which volunteer is best suited to a particular role
- Review your performance according to our policies and procedures
- Expect you to perform your volunteer tasks to the best of your ability
- Expect respect and courtesy from you towards staff, Board members, sponsors, partner organisations, members, customers and other volunteers
- Set the boundaries and guidelines of volunteer positions





- Release a volunteer who:
  - Is not appropriate for the volunteer role they have been given
  - Does not meet the requirements of their role and/or our policies and procedures
  - Does not adhere to instruction and procedures
  - Does not meet with reasonable requests for personal information and/or does not agree to undertake a criminal records (DBS) check

## **Our responsibilities:**

- Recognise the different roles, rights and responsibilities of volunteers
- Create an environment of respect
- Provide a safe and healthy working environment
- Provide an induction and the training needed for you to carry out your volunteer role
- Provide insurance cover for volunteers undertaking roles with us (use of private vehicles are not covered under our insurance)
- Provide a clear outline of your volunteer duties, including documentation about the work to be done (including a role description)
- Provide support and supervision
- Provide emergency procedure guidelines
- Explain the process for making a complaint and conflict resolution procedures
- Consult and communicate with volunteers when making decisions about their roles

# **VOLUNTEER GUIDELINES**

## **Volunteer Induction and Training**

If you are a new volunteer you will need to attend an induction training session, which will give you the basic knowledge and skills necessary to become involved in volunteering with us. If you are a long-term volunteer with us, you will have regular meetings with your staff contact and be offered ongoing support and training in relation to your role.



If you require any additional training this will be discussed and agreed with your staff point of contact.

## **Volunteer Agreement**

We will ask you to sign a Volunteer Agreement. By signing the agreement, you confirm that you have read and understood the terms and conditions of your involvement with our organisation.

If you breach the agreement or display unacceptable behaviour, we may end your volunteer position. Serious breaches include;

- Deliberately doing something that is unsafe whilst volunteering for us
- Deliberately vandalising, sabotaging or damaging Cerebral Palsy Sport property
- Physically, psychologically or verbally abusing another volunteer, member of staff, member, sponsor, partner or member of the public
- Discriminating against, or giving preference to, any person wishing to use our services
- Breaching the confidentiality of our organisation, volunteer, member of staff, members, beneficiaries, sponsor or partner
- Being under the influence of alcohol or drugs whilst volunteering with us
- Stealing, or removing property that belongs to Cerebral Palsy Sport, staff, members or other volunteers without our consent

## **Safeguarding**

Cerebral Palsy Sport has the responsibility for creating a safe, fun and inclusive environment for everyone to participate in Cerebral Palsy Sport events. As a national disability sports organisation, Cerebral Palsy Sport has a moral and legal obligation to ensure that the highest possible standard of care is provided for everyone involved in our events and activities. Therefore, through the development, communication and implementation of a Safeguarding policy and safe recruitment procedures we aim to



maintain and increase the professionalism, and safeguards of good practice that have been set as standard throughout our sporting landscape. All volunteers are required to understand and implement the Cerebral Palsy Sport Safeguarding Policy, which can be found here: <https://cpsport.org/governance/>

Everyone at Cerebral Palsy Sport is responsible for Safeguarding and to ensure that they keep up to date with the policy and processes of Cerebral Palsy Sport and to keep up to date with our statutory responsibilities, government guidance, compliance with

best practice and the Disclosure and Barring Service requirements. Two members of staff have specific responsibilities in regards to Safeguarding; the Chief Operating Officer is the designated Safeguarding Lead and the Head of Delivery is the Deputy Safeguarding Lead and these are the staff to contact if a safeguarding matter occurs.

Cerebral Palsy Sport uses First Advantage Online Disclosures to undertake enhanced criminal records checks for volunteers in accordance with the England and Wales Disclosure and Barring Service (DBS). All DBS checks will be paid for by Cerebral Palsy Sport. Once completed this information is stored securely according to GDPR regulations.

## HEALTH, SAFETY & SECURITY

**We provide a healthy and safe workplace for all staff and volunteers, both online and offline. Every person has a duty of care to all persons in the workplace as far as is reasonably practicable. As part of your induction as a volunteer you will be introduced to the following policies and statements;**

- Health & Safety Policy
- Social Media Policy
- Data Protection Policy
- Equal and Diversity Policy



Please be reassured that any personal details and information you provide to us will not be shared with a third party and will be stored securely according to GDPR.

You have a duty of care to be mindful of your own safety and the safety of others around you and to speak to your staff contact if you have any queries, questions or concerns.

## **Personal Appearance**

Please make sure that the clothing you wear when volunteering is appropriate for your role and is presentable i.e. clean and tidy. All volunteers working at events will be provided with a Cerebral Palsy Sport t-shirt, at our expense, so that you are easily identifiable, unless your role requires a specific uniform. Your staff contact will provide you with details of how to obtain your t-shirt.

## **Expenses**

**Volunteers should not be disadvantaged in any way by volunteering for Cerebral Palsy Sport, including financially.**

We will reimburse all reasonable out-of-pocket expenses incurred through carrying out volunteering activities with Cerebral Palsy Sport upon production of appropriate receipts. Reimbursement will be confirmed by your staff contact who will provide you with a volunteer expenses claim form and support you in making your claim.

## **If you are unavailable**

If you are ill or are unable to fulfil your commitment as a volunteer you should get in touch with your staff contact as soon as possible. This will give us time to make other arrangements so that programmes or events continue without disruption.



## **Moving on from a volunteer role**

You can leave your volunteer role at any time.

A verbal agreement should be reached with your staff contact as to the exact date that your volunteer role will end.

We will ask you to complete an evaluation form to give us feedback on your experiences. This will help us to shape and improve future volunteer experiences.

If Cerebral Palsy Sport need to end a volunteer role, the volunteer will be given as much notice as possible. They will then have the opportunity to discuss how they feel with their staff contact and be informed of any alternative volunteer roles available that they may wish to apply for.

## **GETTING STARTED**

### **Step One**

Read our Volunteer Handbook

### **Step Two**

Click the link below to register your interest  
[Volunteer interest form](#)

### **Step Three**

We will assess whether you are suitable for a volunteer role within our organisation.

If you are not suitable, we will contact you to explain the reasons why.



If you are suitable, we will contact you to arrange an interview (this could be on the phone or online) to talk about your previous experience, training, interests and skills that may help when volunteering with us. We will also ask you what goals and outcomes you want to achieve through volunteering.

Following a successful interview we will require the contact details for two references and we will undertake a DBS check (at the expense of Cerebral Palsy Sport)

## **Step Four**

Following the receipt of references and a 'clear' DBS check we will ask you to sign up as a volunteer member through our website and ask you to apply for any current volunteer opportunities we have

## **Step Five**

When you are assigned a volunteer role we will invite you to a volunteer induction session with your staff contact. This could be a group session or a one to one session.

## **Step Six**

Have a great time volunteering with us and helping us to provide more opportunities for people with cerebral palsy to get involved in sport and be physically active 😊



Handbook last reviewed by Cerebral Palsy Sport on: 25 June 2021

Cerebral Palsy Sport, Lytchett House, 13 Freeland Park, Wareham Road,  
Poole, Dorset BH16 6FA

Registered Charity No. 1088600

