



STARFISH
MENTORING

VOLUNTEER
HANDBOOK



STARFISH

MENTORING

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STARFISH MENTORING

A Warm Welcome!

Welcome to Starfish!

"A very warm welcome to the Starfish Mentoring team! If you are reading this, you have shown interest in being part of a programme that helps support young people and young adults in their journey through life. Thank you for taking this first step towards encouraging others.

Whether it is directly mentoring and guiding young people with their goals, helping to organise events for families and the community, or spreading the word and inviting others to join Starfish, I appreciate your part in the overall provision of Starfish Mentoring. Looking forward to working with you!"

Wes Williams - Starfish Mentoring Programme Manager



"On behalf of myself and the AIMCommunity Board, I would like to welcome you to Starfish and Starfish Plus Mentoring Programme. Starfish has been an integral part of AIMCommunity since its inception and continues to play a vital role in providing support and opportunities for young people across the BCP area. By connecting individual young people with caring and well trained mentors, Starfish is able to support them in tackling some of the most pressing challenges that they may be facing. Having people like you joining our team enables us to continue to expand our support for young people and your involvement is hugely appreciated by us all."



Richard Newland - AIMCommunity CEO

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Impact of Volunteering

What has been achieved so far...

Volunteering is not new to Starfish Mentoring. Volunteers have helped to support the development of young people and the Starfish Mentoring programme in six key areas through using the ASPACE model.



abilities & skills

Volunteers have helped young people understand and explore their abilities and skills that they currently have. Volunteers have also helped young people to learn new abilities and skills through creative activities ongoing mentoring.

self-esteem & confidence

As well as developing skills and abilities, life skills is another aspect that volunteers could help support young people and young adults. Opportunities to help people try new things and to grow in confidence. Whether it is performing in front of people, travelling to school, home or work independently, or helping young people to feel better about themselves.

peer relationships

Volunteers have helped to build relationships between young people and their peers. Volunteers have helped young people attend events with other young people for them to interact and to meet other people. Volunteers have also helped young people repair friendships between young people through mentoring sessions and mediating sessions.

adult & family relationships

Focused work and provision with the wider support network for young people are also part of Starfish Mentoring. Volunteers have been a helpful 'bridge' between young people and their families and significant adults in their lives. Volunteers have advocated for young people and also have been able to share helpful techniques for adults to carry on the mentoring work that takes place during sessions.

communication

Promotion of Starfish Mentoring and AIMCommunity is a big part of the continuation of our charity. Volunteers have promoted and shared the word of Starfish mentoring to a wider demographic in different communities. As well as this, volunteers have helped young people develop their communicating skills and to express how they are feeling to others.

education & employment

Informal learning and transferable skills are an essential part of Starfish Mentoring. Volunteers have helped young people with CV writing, study skills, interviewing skills and supporting people to think about their future and how to achieve their goals in life.

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Story from a volunteer

Hello, my name is Tasmin or T for short. Some of you may know me and some of you won't, so let me introduce myself. I am a 16 year old female who loves the sense of happiness which comes from helping other people and children. I am a leader here at Starfish and I would like you to know my story of how I became a starfish leader.

About 9 years ago I joined Starfish as a way of helping me build up more confidence in myself as I didn't have a lot of self esteem. At first I was introduced to all members and the team . Their names were Phil, Richard and Wes. Through the course of about 12 weeks they helped me and other children boost our confidence in ourselves and others around us by doing different activities each week.They helped me so much to the point my confidence was sky high and I couldn't have been more happier with the outcome of those 12 weeks.

A little while later my sibling Elise, who is now 10 years old who back then was 7 ended up joining so I asked Wes if i could help my sister through the course of the 12 weeks because she was shy and didn't know how to communicate with others properly and Wes agreed to let me help her. I realised that what I was doing in those 12 weeks I really enjoyed doing and it brought me so much happiness. When my sister left starfish after also having her confidence built right up I asked Wes if he would allow me to volunteer at Starfish as i really wanted to help other children to build their own confidence up and Wes allowed me to volunteer.

I've now been a volunteer at starfish for about 2-3 years and I couldn't be more happier doing what i love doing the most right now. Starfish helped me a lot and now I want it to help other kids like younger me to believe in themself and others and help them a lot too. I can't thank Wes enough for letting me become a starfish volunteer. Thank you for listening and understanding my story of how I became a volunteer at Starfish.



-Sincerely, T proud volunteer at starfish. Written in 2021



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Expectations

What you can expect from us

Training

You will receive training appropriate to your role within Starfish Mentoring and AIMCommunity. Any training that AIMCommunity has asked you to participate in, will be funded by AIMCommunity.

You will also be given opportunities to have Continued Professional Development (CPD) training that may be accredited and you can keep a record of.

Contract details

You will be given a clear volunteering description that outlines your roles and responsibilities, start date and end date and day to day tasks and objectives. You will have clear outlines of internal and external meetings and delivery.

Support and supervision

You will receive regular supervision throughout your time as a volunteer. As well as this, you will have regular Line Management meetings every 6 weeks, as well as a full Starfish team meeting once per term. You will also attend AIMCommunity team training weeks once per term.

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Expectations

What you can expect from us

Handling Media Enquires

You can expect from us that AIMCommunity will handle the administration of all media enquires. We have referrals, registrations and enquiries on our media platforms and your line manager will inform you of all enquiries that concern you.

Recognition and Thanks

Your efforts and time will be appreciated and recognised by your line manager of Starfish and the wider Starfish and AIMCommunity team.

You will have a record of your hours that you have dedicated to Starfish and there will be milestones that will be acknowledged and celebrated.

Moving on and References

If you would like a reference from Starfish, you will be able to receive one based on the voluntary work that you undertake with us. You will also receive an exit interview to reflect on your time at Starfish once it is completed.

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Expectations

What we can expect from you

Receiving Gifts

You may receive gifts from the people that you work and interact with. It is important that all gifts are given to Starfish Mentoring and AIMCommunity as we do not directly receive gifts from the people that we support and mentor.

Communications

Starfish Mentoring have communication systems that you will use as part of your volunteering. Speak to your line manager to be signed up to the communication channels.

Wearing an ID Badge and Uniform

You will be required to wear your Starfish uniform and name badge during Starfish activities and tasks. This is to help promote Starfish and to be identifiable to people who are part of Starfish mentoring.

Mobile Phone Use

Personal phone use will not be permitted when working with young people and families at Starfish, as this will take away from the focus of our provision.

Social Media

Social media can be used to promote Starfish Mentoring and AIMCommunity, however, we do not become friends or start following young people on social media platforms with our personal social media profiles.

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Expectations

What we can expect from you

Recording of Hours

We will expect you to keep a record of the volunteering hours that you completed at Starfish. You will be provided with a volunteer record of hours form to fill out after each day of volunteering.

Data Protection

We expect you to follow our General Data Protection Regulation (GDPR) policy regarding use of data from our service users.

Volunteer Agreement

You will read and sign our volunteer agreement. This is to make sure that you are aware of your responsibilities of your role. It is also to ensure that you are supported by Starfish during your time of volunteering for the programme.

Absences

In the case of absences, you will contact your line manager at least 24 hours (where possible) prior to your volunteering commitments.

Use of Photos/Stories

As well as volunteering, it is important to capture your stories and experiences from your time at Starfish. With your permission, we would like to receive feedback from you about your reflections at Starfish. We also use stories to help apply for further funding for our service users.



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Policies and Procedures

At Starfish Mentoring and AIMCommunity, all staff follow the policies and procedures of the charity. Please speak to your line manager regarding the different and relevant policies that affect your volunteering role.

Within this handbook, we have included the key policies that you will need to know during your time at Starfish Mentoring

Key Policy Links

Lone Working Policy

<https://drive.google.com/file/d/1sLgEMj-rgRX1oyJTinUaZMQRHU2KLkpl/view?usp=sharing>

E-Safety Policy

https://drive.google.com/open?id=1zYat8b3dtPAQ6tt0iRBuf_G9P20GE087



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Policies and Procedures

Safeguarding Policy

Safeguarding and promoting the welfare of children is: protecting children from maltreatment; preventing impairment of children's health or development; ensuring that children grow up in circumstances consistent with the provision of safe and effective care; and taking action to enable all children to have the best outcomes. (KCSIE 2020)

This policy applies to all staff, volunteers and board members in partnership with young people and their parents/carers. AIMCommunity works closely with the Pan Dorset Safeguarding Children Partnership and implements recommendations from Child Safeguarding Practice Reviews to improve the way we work to protect young people. We believe that Safeguarding is everyone's responsibility.

All staff will:

- Promote and apply our Safeguarding and Child Protection Policy and procedures.
- Raise any safeguarding concern about a student through the safeguarding referral process.
- Raise any safeguarding concerns about another staff member to the DSL or Chief Executive.
- Raise any concerns regarding safeguarding practices within the organisation.
- Wear their AIMCommunity ID badge at all times while on AIMCommunity premises and whilst delivering AIMCommunity sessions in their settings.



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Policies and Procedures

Health and Safety Policy

<https://drive.google.com/file/d/1pgJcIGSBtTXPUa9F3Qy8rYM4uycBjPgS/view?usp=sharing>

This policy has been prepared and published under the requirements of Health & Safety at Work legislation. The purpose of the policy is to establish general standards for health and safety at work and to distribute responsibility for their achievement to all managers, supervisors, and other employees through the normal line management processes.

The Safety Officer is a nominated manager responsible for coordinating effective health and safety policies and controls across the organisation.

The Health and Safety at Work Act requires each employee 'to take reasonable care for the Health and Safety of himself and of other persons who may be affected by their acts and omissions' and co-operate with management to enable management to carry out their responsibilities under the Act. Employees have equal responsibility with the Company for Health and Safety at Work.



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Policies and Procedures Equality and Diversity Policy

<https://drive.google.com/file/d/1YjSnhaekAcVodll9EZah3kRzSaDSdvDJ/view?usp=sharing>

OUR COMMITMENT

To create an environment in which individual differences and the contributions of all our staff are recognised and valued. Every employee is entitled to a working environment that promotes dignity and respect to all. No form of intimidation, bullying or harassment will be tolerated.

Training, development and progression opportunities are available to all staff.

To promote equality in the workplace which we believe is good management practice and makes sound business sense.

We will review all our employment practices and procedures to ensure fairness.

Breaches of our equality policy will be regarded as misconduct and could lead to disciplinary proceedings.

This policy is fully supported by senior management.

The policy will be monitored and reviewed regularly.

Responsibility for ensuring that there is no unlawful discrimination rests with all staff and the attitudes of staff are crucial to the successful operation of fair employment practices. In particular, all members of staff should:

- Comply with the policy and arrangements;
- Not discriminate in their day to day activities or induce others to do so;
- Not victimise, harass or intimidate other staff or groups who have, or are perceived to have one of the protected characteristics.
- Ensure no individual is discriminated against or harassed because of their association with another individual who has a protected characteristic.
- Inform their line manager if they become aware of any discriminatory practice.

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Can I Afford to Volunteer?

Volunteering and Benefits

Volunteering is a very important role and it makes a huge impact to those who are supported. There are many benefits to volunteering at Starfish Mentoring. These include

- Making a positive difference to people's lives
- Improving self esteem, confidence and wellbeing
- Gaining invaluable work experience
- Receiving high quality training and developing new skills
- Using existing skills and knowledge to benefit the local community
- Meeting new people from a range of backgrounds
- Feeling valued and part of a team
- Changing the way things work for the better

Expenses

Based on the different types of volunteering at Starfish, there may be expenses relating to transport costs, session resources and administration costs, such as stationary, phone calls and postage.

Claiming Expenses

Any expenses that is related to the volunteering that you undertake with Starfish can be claimed back. Please see the claiming expenses form (Page 20) and fill out the relevant sections.



Different Volunteering Roles Available

Funding Team

As we are a charity, we are always looking for funding in the form of grants and donations. We are looking for volunteers that are happy to help write applications for funding and to help raise funds to subsidise the costs for service users.

People who have experience with finding bid writing, or are enthusiastic to work alongside our current staff to help shape our applications, we would be happy to have you volunteer for us.

Mentoring Team

Delivering face to face mentoring for young people between the ages of 8 - 18 is an integral part of Starfish Mentoring. Working with young people both in a group setting (Starfish Group) and 1:1 work (Starfish Plus) makes a big difference to the community that we are serving. Volunteers that are interested in supporting young people's development in the ASPACE areas are welcome.



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Different Volunteering Roles Available

Social Media Team

One of the key areas that we do need support and development is our presence and promotion on social media. We have content and information to upload and send out on our social media platforms, as well as updating our current content and administration. Volunteers with good skills using contemporary technology and editing would be beneficial to the Starfish team.

Event Planning Team

Throughout the year, Starfish Mentoring organise events for young people, parents, carers, guardians, family members and referrers can attend. These events are designed to showcase young people and their skills, stories and reflections during their time at Starfish. We are looking for volunteers to help plan, deliver and evaluate events for Starfish so that the young people have a platform to share their experiences.

Spreading the Word Team

We always need people to spread the word of the work that Starfish and AIMCommunity are currently doing. If you would like to be an advocate or ambassador for Starfish and tell others about the provision that we can deliver, that would be a great way to volunteer for us.

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What If There is a Problem?

We Are Here to Support You

Whatever your needs are regarding Starfish Mentoring, the team at AIMCommunity are here to help and to support you. We have a safeguarding team that are happy to listen to what your concerns are.



**DESIGNATED
SAFEGUARDING LEAD (DSL)**
MATT EVANS
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**DEPUTY DESIGNATED
SAFEGUARDING LEAD (DDSL)**
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E-SAFETY CHAMPION
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**BOARD SAFEGUARDING
REPRESENTATIVE**
SUZANNE BURGESS



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Final Words

Thank you for your contribution!

Finally, I would like to say thank you for being part of the amazing story of Starfish Mentoring. Your time, efforts and contributions are appreciated. No matter the amount of hours you dedicated to this programme, it will make a big difference to the people and communities that we provide for. Thank you!

Process of Needing a Reference

As part of volunteering for Starfish, you are able to use AIMCommunity as a reference. If you would like to do this, please speak with your line manager and they will talk you through the process. We hope your time at Starfish is beneficial for your future endeavours.



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Forms

Record of Hours Form

Date	Hours	Type of Volunteering	Brief Description



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Expenses Form

Month:

Name:

Date	Item	Brief Description	Amount
			£
			£
			£
			£
			£
			£
			£
		Total	£