



Carlisle Eden

Volunteer  
Handbook  
Policies &  
procedures

We are your local  
mental health charity



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Carlisle Eden Mind is a registered charity - No. 1113649

# Hello and welcome to Carlisle Eden Mind

We would like to take this opportunity to say thank you for deciding to volunteer with us. We hope that your time with us is productive, enjoyable and rewarding.

Carlisle Eden Mind relies on the contribution of many different groups to make our work a success – from paid staff and trustees, to fundraisers, volunteers, and service users. As a volunteer, we value your contribution of time and skills as an essential ingredient to our success.

We hope you find this handbook useful. It aims to answer most of the questions you may have about volunteering with Carlisle Eden Mind.

If you would like more general information about the organisation itself, or have any further questions, then please feel free to ask.



"We are an organisation that is very proud of the development and impact achieved over many years in the Carlisle and Eden area.

We know from feedback we receive as part of our work that we do make a difference.

However we are also aspirational and know that much more needs to be done to achieve our mission.

We need to continue to build on the team of excellent staff and volunteers who are dedicated, hardworking and committed to helping us achieve our full potential"

**Tara Quinn CEO**



We won't give up until everyone experiencing a mental health problem gets both support and respect.

# About us

Carlisle Eden Mind is a local charity, affiliated to Mind, supporting people with mental health problems across the Carlisle and Eden Districts. Carlisle Eden Mind actively works to combat the stigma surrounding mental health issues through a range of projects and media engagement and seeks to ensure that the voice of people with mental health problems is heard in the development of local services.

"IN CARLISLE AND EDEN WE WORK WITH PEOPLE IN THEIR COMMUNITIES. WE BELIEVE IN SUPPORTING PEOPLE TO LIVE THE LIVES THEY WANT, AS FULLY AS POSSIBLE"

Removing inequality of opportunity - People who experience both mental health and other forms of discrimination gain equality of treatment.

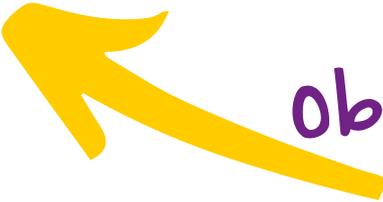
Improving services and support - People get the right services and support at the right time to help their recovery and enable them to live with their mental health problem.

Enabling Social Participation - People with experience of mental health problems are participating fully in society.

Empowering Choice - People are empowered to make informed choices about how they live and recover.

Staying Well - People likely to develop mental health problems are enabled and supported to stay well.

## Our Strategic objectives



## Our Values

Open - We reach out to anyone who needs us.

Together - We're stronger in partnership.

Responsive - We listen, we act.

Independent - We speak out fearlessly.

Unstoppable - We never give up.



# Thanks for joining us

At Carlisle Eden Mind we are committed to our volunteers.

Our volunteers are integral to our service capacity which is greatly enhanced by the commitment of individuals who freely give their time, knowledge, skills and experience.

CEMind recognises that those who volunteer do so for a number of reasons, e.g. they possess distinct skills, experiences and motivations and wish to volunteer for differing lengths of time. We take time to understand what you want to do for us, not what we want you to do as a volunteer.

## Who's this policy for?

Volunteers with Carlisle Eden Mind give up their time for free to carry out roles that are agreed between the individual and the charity. Volunteering relationships are based on trust and are not a contract of employment.

This policy outlines the organisations commitment and responsibilities towards volunteers along with the organisations expectations of volunteers.

This policy is for any volunteer that has agreed to a voluntary role within the organisation. You will also have a specific role description with specific policies, separate to this main volunteering policy.

Volunteers do not have a contract of employment so do not have the same rights as an employee or worker. Each volunteer will be given a volunteer agreement which sets out general obligations and expectations. The volunteer agreement does not form a contract.

## Recruitment

We welcome experience from all walks of life.

We often find people with lived experience of mental health to be vital in helping us shape our organisation. We will hold a short informal interview usually by telephone and then invite you in for a chat to get to know you, while you also get to know us. If you're applying for a specific role then we will base our choice on skills and suitability for the role but we will always try to find a role for you that suits your skill set.

## Equal Opportunities Statement

All users of Carlisle Eden Mind's services should be treated on the basis of merit, capacity and potential.

Carlisle Eden Mind will strive to uphold the right of everyone to use our services free from discrimination and harassment.

We are committed to taking positive action to combat all direct and indirect discrimination against service users, volunteers, staff and directors.

Carlisle Eden Mind is actively committed to opposing all forms of discrimination on the grounds of gender, race, ethnic origin, religious or political beliefs, disability, marital status, age, and sexuality or family circumstances.

To know more about our equality and diversity policy please ask for a copy from a member of staff.

## Age

If you're under the age of 18 there are certain legislations around the type of roles and amount of time you can spend volunteering. Considerations have to be made to statutory regulations and checks, insurance, increased risk and service contract stipulations. The upper age limit for individuals is dependant on our current insurance limitations but anyone wishing to volunteer with us should get in touch and discuss further with a member of staff.

# Hello and welcome

## What can I expect?

Welcome to the team, thank you for joining us and we hope you have an enjoyable experience volunteering for Carlisle Eden Mind.

Before you get stuck into your new volunteering role, you will be given an induction by your supervisor or line manager who will go through all the policies and procedures relevant to your role, making sure you understand them and enabling you to ask any questions before you start your volunteering role.

Referees - We will check two references upon receiving your volunteer application form. Always ask your referees permission before giving their contact details. Ideally, your referees should be someone who can comment on your skills and experience to undertake the post. We reserve the right to request to approach any previous employer if deemed necessary. Referees will only be contacted for the successful applicant once an offer has been made. We will confirm this with you before we approach your referees.

## Our responsibilities

- To offer equal opportunities to anyone who wishes to volunteer with us.
- To listen to what motivates you, to encourage development, to match your skills to suitable roles within the organisation.
- To support you in your role and offer training to enable you to fulfil your role in line with our organisational workplace wellbeing policy- if you'd like a copy ask a member of staff.
- To recognise and celebrate your successes.
- To listen, respect and ensure there is always two way communication.
- To encourage you to help shape our organisation by asking for feedback that can help improve our services and volunteer experiences.
- To provide up-to-date policy and charity information to ensure as a stakeholder you understand what is happening within our organisation.
- To reimburse out-of-pocket expenses, in line with our expenses policy.
- To provide a safe, friendly environment for you to volunteer in.
- To ensure you are supported in your role and provide trained staff who can provide guidance.
- To listen and act when you raise concerns - a copy of our compliments, comments and complaints procedure is available to download from our website or ask a staff member.
- To make all necessary health and safety arrangements to ensure your welfare as a volunteer is taken care of.
- Support you with continued supervision and communications to ensure you as a volunteer feel supported and are being treated fairly and in line with our organisational values.

## Responsibilities and expectations

We want to make sure you enjoy volunteering with us and we take our responsibility to you very seriously.

You will be a Carlisle Eden Mind representative so we expect you to act appropriately. You'll see we've set out what you can expect from us and what we expect from you as a volunteer. If you have any queries about this please don't hesitate to speak to a member of staff.

## What do we expect from our volunteers?

We value the time our volunteers give to us and we want to make sure you have a good experience when you volunteer with us. As a representative of the charity, you will need to conduct yourself in line with our organisational policies and values.



"Volunteers do not necessarily have the time, they have the heart"

## Our expectations

- That you support, respect and adhere to any decisions made by our organisational management, following policies and procedures as set out by the organisation, including but not limited to, safeguarding, GDPR, confidentiality, equal opportunities, inclusion and diversity, health and safety.
- To work in partnership with other organisations, staff, and volunteers as required in a friendly and kind manner.
- To always consider the good reputation of Carlisle Eden Mind and conduct yourself in a responsible manner, within the law.
- To treat everyone with respect and dignity in line with our values, alongside the terms set out in our anti-discrimination and equality policies.
- Be accountable for your actions and discuss feedback openly.
- Respect and maintain confidentiality in line with our GDPR and confidentiality policies.
- Communicate with your supervisor or line manager openly about any changes in your circumstances, to ensure we can support you with any situations that may be causing you distress and effect your volunteering role. This includes openly talking about any problems you may have in your volunteering role.
- To discuss any grievance with your supervisor or line manager, we can provide a copy of our grievance procedure but in the first instance talk directly to your line manager or supervisor who can hopefully help with any concerns you raise, including but not limited to, staff/volunteer behaviour, health and safety and general concerns about the organisation.
- That any monies raised for Carlisle Eden Mind are treated in accordance with our accounting policy.
- Aim for the highest standard in everything you do, to show the best of your skills and abilities.

# Health and safety

The health, safety and welfare of volunteers are of paramount importance.

Carlisle Eden Mind has a responsibility to assess and manage risk and prepare you for your voluntary role. The issues of health and safety will be covered in your induction but if you have any queries please contact your supervisor or line manager in the first instance or the designated health and safety officers set out in our H&S policy. Please ask for an up-to-date copy if you'd like one.

Each volunteer has a responsibility to:

- co-operate with the implementation of the health and safety policy
- take reasonable care for the health, safety and welfare of him/herself and of other persons who may be affected by his/her actions or omissions
- report any accident, incident or hazard arising during voluntary work
- consider your own safety at all times
- plan your travel arrangements in advance
- inform someone of where you are going and when you can be expected to return
- if you are in a situation where you feel unsafe, remove yourself from the situation
- \* cooperate with staff to assist them in their health and safety duties
- \* undertake training for health and safety as required



Volunteering is a great way to learn new skills and to grow in confidence, as well as it being a way to help others. We believe that everyone has value and something to offer. We couldn't do what we do without our wonderful volunteers

## THANK YOU

## Insurance

Volunteers who are registered with Carlisle Eden Mind have insurance cover.

- Employer's Liability

Volunteers are covered in the result of accident or injury caused or made worse as a result of work or of our negligence. This covers all ages.

- Personal Accident:

This covers volunteers up to the age of 75. The cover operates for injuries resulting from accidents whilst engaged in activities for Carlisle Eden Mind. The manager of Carlisle Eden Mind must be made aware of any current or potential volunteers over the age of 75 so that appropriate cover can be found.

Please note you are only covered for tasks that are authorised by Carlisle Eden Mind to undertake and that you are doing with their full knowledge.

### Driving

All volunteers using their car during the course of volunteering must be appropriately insured and inform their insurers of intended use of their vehicle.

Carlisle Eden Mind reimburses volunteers for agreed out of pocket expenses incurred in the course of their volunteering with Mind in relation to travel and subsistence.

Volunteer expenses that are likely to be in excess of £10 should be agreed in advance with your supervisor or manager.

If advance approval of expenses over £10 is not given - we may reserve the right to refuse reimbursement. This relates to all expenses including travel.

## Travel

Public transport should be used whenever possible but we appreciate in our area this is limited. Receipts / tickets must be provided.

If your own transport is used, you can claim back the mileage used for travelling to and from and during your volunteering activities. Please be aware of the impact both environmentally and financially of journeys and ensure that journeys are necessary and, if appropriate, discuss with us more convenient and viable options within volunteering.

The mileage rates we pay are:

Cars and Vans (regardless of engine size): 40p per mile

These rates reflect the cost of depreciation, insurance, road tax, servicing and repairs.

These are Inland Revenue 'authorised mileage rates' so are not taxed.

You will be required to complete a mileage form that details dates, exact journey and purpose.

## Childcare

Unfortunately, we are currently not able to fund childcare costs on a regular basis but may be occasionally able to contribute to one off exceptional costs. We will also continue to look into funding to enable us to include this.

## Submission of Expenses Claims

Carlisle Eden Mind's Travel & Expenses Claim Forms must be completed with all corresponding receipts attached. All claims must be submitted as soon as possible – and at least within one month. Forms are available from the office or your line manager/supervisor

Full written details of the nature of expenses and justification of the expenditure are required for auditing purposes.

We are your local  
mental health charity



# Policies and Procedures

## Safe Guarding

As a charity that works with vulnerable adults and children and young people, we have a duty to ensure that those who benefit from our support are not harmed in any way and we expect all our staff and volunteers to share in our commitment to safeguarding and the welfare of the people who use our services.

The suitability of all prospective volunteers will be assessed during the application process in line with safer recruitment practices, including references and DBS checks for most volunteering roles.

NB: A previous conviction will not necessarily prevent you from joining Carlisle Eden Mind. It would depend on a number of factors, including the nature of the conviction and the type of role you are applying for. Please ask a member of staff if you'd like a full copy of our safeguarding policy.

## Electronic equipment

If you need to make an urgent call while at Mind, you can do so but we ask that you keep the use of personal electronic equipment limited to break times, this includes personal mobile phones.

All Carlisle Eden Mind electronic equipment should be used with care and in line with our reasonable use policy.

## Copyright

We would request that you agree that copyright of any documents or work created by individuals who are volunteering with Carlisle Eden Mind is held with us. We may ask you to put this in writing.



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We won't give  
up until everyone  
experiencing a mental health  
problem  
gets both support and  
respect.

## Smoking and substance abuse

The offices and shops are 'no smoking'. We appreciate that you may want smoking breaks – please consider others in deciding where and when to have them.

All we ask is that you don't stand directly outside the entrance to the building or outside the front of our shops. The use of E-Cigarettes should be used with the same considerations as traditional tobacco products. Volunteering whilst under the influence of drugs or alcohol will not be tolerated.

## Gifts and Donations

If a service user wants to donate to the work of Carlisle Eden Mind they can do so – you would need to ensure it is put in a donations envelope. You may find someone wants to give you a gift as an expression of their gratitude – you will need to declare any gifts to your supervisor. To find out more about our Gifts and Donations Policy ask your line manager

## Social media and brand

Social Media and Carlisle Eden Mind's brand should be used responsibly and in line with national guidelines. When using social media, remember you are a representative of Carlisle Eden Mind, therefore all views expressed should be that of your own and not the organisation and this should be made clear. We welcome you sharing and getting involved in our digital content but please refer to our social media policy for further guidance.

## Media

All media enquiries should be directed to a member of staff who will inform the relevant media relations person, no comments or stories should be given without prior consent.

# Policies and

## Procedures Contd...

### Using your own vehicle

When using your own vehicle when volunteering for Carlisle Eden Mind, we don't provide insurance cover so you will have to make sure you inform your insurance company of what you will be using your vehicle for or you may be in breach of your insurance terms.

If we have agreed to pay your expenses please see rates in expenses section below.

### Whistleblowing

If you feel a member of staff, trustee or other volunteer is behaving in a manner that may bring the charity into disrepute or cause financial loss, you should let your staff contact know immediately. If you don't feel confident in doing this then refer to our Whistle Blowing Policy which is available by emailing [enquiries@cemind.org](mailto:enquiries@cemind.org) or ask a member of staff for a copy.

### Politically Neutral

Carlisle Eden Mind is a politically neutral organisation. This is really important so we ask that you keep this in mind when you are volunteering with us.

### Relevant Policies

We have mentioned lots of policies in this guide and you should be provided with any additional policies in your induction. However, below is a list of relevant policies and if you'd like a copy please ask a member of staff or email [enquiries@cemind.org](mailto:enquiries@cemind.org)



Safeguarding  
Health and safety  
Fair use  
Social Media  
Whistle Blowing  
Grievance  
Equality and Diversity  
GDPR  
Confidentiality

If you have any questions about anything in this booklet please speak to a member of staff

### Moving on

#### References

Once you have volunteered for Carlisle Eden Mind for over three months, we would be happy to provide a reference if you need one for paid work, study or another voluntary position.

#### Job search and Computer Use

If you want to use the computers at Carlisle Eden Mind to work on application forms, etc. or to look for jobs, please ask in the office and we will check availability for you.

Please be aware of our fair use policy.

#### Paid Positions within Carlisle Eden Mind

You are welcome to apply for paid positions within Carlisle Eden Mind when you are volunteering with us. We advertise most positions in the local press but will also bring them to your attention. You will be expected to go through the same selection procedure as other applicants.

#### Leaving Carlisle Eden Mind

Staff and volunteers are normally requested to take part in an 'exit interview' to reflect on the person's experience of working with us. This is very valuable to Carlisle Eden Mind, and is an opportunity to celebrate the success of volunteering as well as letting go of any unvoiced concerns.

# THANK YOU

For choosing to volunteer with us.

We hope the information in this booklet will help with any questions you may have about how our organisation works, what is expected of you as a volunteer and what you can expect from us.

As a Carlisle Eden Mind volunteer, you are contributing to our vision of ensuring everyone facing a mental health problem gets both respect and support.

and finally...

- Once again, we really value the work you do as volunteers.
- We also value your opinions so if you have any comments about our work - please do feel free to discuss them.
  - We hope you enjoy your time as a volunteer - if you would like to consider organising any social events, fundraising activities etc. - go for it!
- And do spread the word - if you know of anyone who would like to volunteer - tell them to get in touch.

Many thanks.



## This policy

is here to give useful info to you as volunteer. In your induction you will -

- Be given information and policies that will be specific to your role
- Be given health and safety information regarding your role and the building you will be based in
- Be introduced and/or informed of the roles of members of paid staff in the organisation
- Be given a volunteer agreement form to sign
- Have the opportunity to discuss this document and any others you have questions about
- Be given a clear role description
- Be given a WAP plan to fill in to help us understand how to keep yourself safe and happy in your role