



The Melton Learning Hub



Volunteer Handbook



www.meltonlearninghub.org

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Volunteering is an important expression of citizenship and an important component of democracy.

It is the commitment of time and energy for the benefit of society and the community and can take many forms.

It is undertaken freely and by choice, without concern for financial gain.

Volunteering

is good for the soul



Melton Learning Hub

Melton Learning Hub is a charitable organisation that is committed to supporting young people throughout Leicestershire.

Our mission is to improve learning opportunities for young individuals, offer support to families and children, and provide youth services.

The Melton Learning Hub facility provides traditional and practical educational opportunities that improves young people's self-esteem, self-confidence, and experience success.

The Venue is our secondary centre. Here we also utilise within our alternate provision offer as well as provide evening youth clubs for all young people in Melton and a community food bank.

We also run our Engage service from The Venue. Engage is a youth-centred, family-focused service that works with young people aged 10-19 years in Melton Mowbray and Coalville.

Our vision is to draw together all the public sector agencies working with these young people and work together to help them experience success and become good citizens who contribute to our community.

More information can be found at www.meltonlearninghub.org.uk

Throughout this booklet we will refer to policies for you to read and adhere to. You will find these policies online at <http://meltonlearninghub.org/documents-and-policies/>

Role Description

03

Overall purpose of the role:

A youth club volunteer will be involved in a variety of roles and activities with Melton Learning Hub. Dependant on skills, time, flexibility and commitment, the Youth Club Volunteer will support staff to deliver a programme of activity.

Our Objectives

Our over-riding commitment is to help young people be healthy; stay safe; enjoy and achieve; make a positive contribution; and achieve economic well-being – the aspirations of 'Every Child Matters'.

In the short term we want young people to:

- Improve self-esteem, self-confidence, and experience success.
- Remain a valued part of our learning community.
- Be better supported by family and friends through effective engagement with the programme.
- Build secure basic skills and skills to enable them to get on with people, succeed, and enjoy life.
- Make a positive contribution to our community.
- Engage in sport and physical activity to build a healthy body and mind.
- Adopt a healthy lifestyle by stopping smoking, eat healthily, improving sexual health, and avoiding drug and alcohol misuse.
- Reduce dependency on local services Improve physical, mental health and quality of life.
- Become good citizens and good role models for their peer group.
- Reduce incidence of ASBOs and contribute to the local crime reduction strategy.

Our aims are:

- To provide opportunities to young people aged 10 – 19 yrs for growth, learning and development that are fun and inspiring.
- To support the development of self-awareness, self-confidence, self-belief, and self-esteem for all our programme participants, volunteers, and staff.
- To enable individuals to develop skills that are relevant to them, such as communication, negotiation, task-management, problem solving and team working.
- To facilitate improved relationships between individuals and groups.
- To foster a positive appreciation of the uniqueness of individuals, their beliefs, backgrounds, abilities, and experiences.
- To develop an improved understanding of communities, their value and individuals' importance to them.

Description (Cont.)

What you will be doing:

Responsibilities:

- Setting up activity equipment.
- Running or supporting the lead worker on an activity.
- Supporting group reviews and reflection.
- Assisting in facilitating a learning process.
- Taking part in youth club activities, projects, and events.
- Supporting young people to realise their potential and develop their confidence.
- Be a support network for young people during the programme.
- Be responsible for ensuring young people are safe whilst participating.
- Follow Melton Learning Hubs' policies and procedures.

What we can offer you:

- Regular support from Melton Learning Hub Staff throughout the programme.
- Full induction to Melton Learning Hub youth provision.
- Access to experienced staff and volunteers for advice and support.
- Involvement in Melton Learning Hub youth club projects.
- Experience of a voluntary sector organisation and the development of transferable skills.
- A reference for further education or employment opportunities.
- Out-of-pocket expenses, paid in line with Melton Learning Hubs' policy.

We hope you will:

- Support Melton Learning Hub in its work and to carry out your volunteer role to the best of your ability.
- Meet time commitments and standards agreed, and give reasonable notice when unavailable, so other arrangements can be made.
- Support Melton Learning Hubs' procedures and standards by:
 1. Being aware of your own health and safety and that of others.
 2. Respecting others and treating people equally irrespective of age, race, sex, class, economic status, disability, sexual orientation, and religious belief.
 3. To always comply with Melton Learning Hubs' policies and procedures.

Confidentiality and Data protection

The matter of confidentiality is very important. You will have access to confidential information during your time as a volunteer. You will therefore be required to adhere to Melton Learning Hubs' data protection and confidentiality policies.

Policies to read in conjunction to confidentiality and data protection:

- Data Protection Policy
- Safeguarding Policy

Rights & Responsibilities

As a volunteer, you have rights and responsibilities. Melton Learning Hub believes volunteers are a vital human resource and commits to the appropriate infrastructure to support volunteer engagement.



Volunteers have the right to:

- A supportive environment in which to volunteer and contribute.
- Effective and meaningful volunteer involvement practices.
- Have their say about their volunteering and ideas regarding their role or programme.
- Provide feedback and receive feedback when requested and at regular intervals.
- Work in a safe & healthy workplace, to know about unsafe work and to refuse unsafe work.
- Be reimbursed for expenses within the volunteer role.
- Ask for and receive support from their supervisor when required.
- Be accommodated for any ability needs in order to complete non-essential tasks of the role.

Volunteers have a responsibility to:

- Act with respect for the charity, community, organisation, and its work.
- Act responsibly and with integrity.
- Fulfil the duties of the role as defined in the role description, efficiently and effectively.
- Respect all policies in place.
- Notify their volunteer lead if they are unable to fulfil their duties or miss a session.
- Recommend suggestions and changes if they determine any.

Prior to undertaking your volunteering role with Melton Learning Hub, we ask that you read our policies and procedures. These are available on our website.

Below are some key policies we would like you to read before you volunteer.



Staff Handbook

Melton Learning Hub's Staff Handbook is a useful guide for both employees and volunteers. It outlines a range of good practice policies and procedures to adhere to. Please note, this handbook is designed for paid employees. Certain aspects of the handbook does not apply to volunteers.

Safeguarding

An essential part in the role of working with young people is ensuring our safeguarding policy is embedded within our practice. Please read this policy to guide you in your volunteering role.

Volunteer Policy

Our volunteer policy provides clear guidance for volunteers when undertaking a role within Melton Learning Hub. A must read!

Policies & Procedures



Important Contacts

Name	Position / Description	Contact
Sarah Cox	Manager Designated Safeguard Lead	sarah.cox@mlh.org.uk
Lucie Larke	Asst. Manager Designated Safeguard Lead	lucie.larke@mlh.org.uk
Joe Roughton	Youth & Community Development Worker ENGAGE Volunteer Lead	joe.engageproject@gmail.com

