

Cheshire Young Carers

Volunteers Information Pack

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Thank you!

Thank you for your time and effort to enquire about volunteering opportunities within Cheshire Young Carers

This information pack has been produced to provide you with information about CYC and the different opportunities available. It also aims to help by providing you with all the information we need in our volunteer selection process.

At Cheshire Young Carers (CYC) we recognise that the heart of our organisation is our volunteer workforce; they are the most valued asset that our organisation has, and it is with this in mind that we are committed to developing policies, systems and behaviours that support and values them. We want our volunteers to know that they are highly respected and that their contribution is unique and matters to us. We aim to do this by providing an organisational culture where volunteers are highly motivated and are involved in everything we do across the whole organisation, whilst at the same time ensuring they enjoy themselves and have fun.

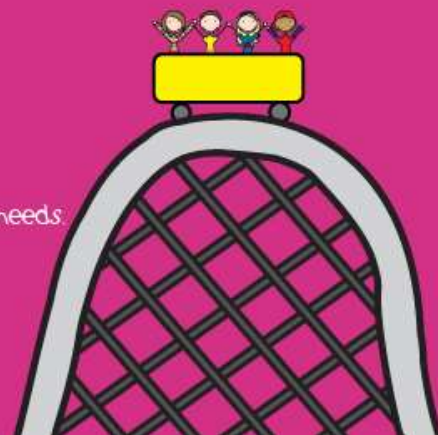
Our vision of volunteer involvement is a broad one, one that believes that with the right support and conditions our volunteers can serve in many capacities and that by contributing their time, energies and talents they will help us to fulfil our organisation's mission.

Our volunteers lead the way in delivering a service of excellence to young carers, young people who need and rely on our support. The vital contribution of our volunteers makes a real difference to the lives of these children and young people and it is the enthusiasm and selflessness of our volunteers that enables this to happen.

This policy sets out the broad principles for voluntary involvement at CYC. It is of relevance to all within the organisation, including volunteers, paid staff, students and trustees. This policy is endorsed by the Board of CYC and will be reviewed in line with the organisation's policy review procedures, to ensure it remains appropriate to the needs of CYC and its volunteer workforce.

How we help

We aim to improve the lives of young carers by responding to their individual needs.



About the Cheshire Young Carers

Cheshire Young Carers offers support to over 150 young carers across Cheshire. CYC aims to respond to the needs and improve life chances of children and young people providing care to a parent or sibling. This includes parents with mental illness, entrenched substance misuse, physical illness and other conditions and disabilities that may impact on the young person's wellbeing.

The service has the following objectives

- **Improve health and wellbeing of young carers**
- **Reduce negative effects of caring**
- **Support young carers to achieve positive outcomes**



The project supports young people aged from 6 to 18 who care for and support a parent or sibling who have a physical disability, severe mental illness or entrenched substances misuses.

The young people who access the project are often disadvantaged educationally and socially, and lack opportunities for personal development. They face the pressures of their caring role as well as dealing with the complexities and challenges of growing up.

The programme we deliver can offer a range of benefits, including opportunities for young people in similar situations, group support sessions, outdoor activities, day trips and information, plus one-to-one mentoring opportunities

We are a well-established service in West Cheshire, with strong partnerships with a wide variety of services and providers across all sectors.

We were nominated and awarded the Queens Award for Voluntary Service for the provision of specialist support to young carers and improving their health and wellbeing through innovative approaches. This honour recognises the outstanding contributions made by our volunteer workforce and sets a benchmark for excellence in volunteering.

Volunteer

CYC is experienced in delivering services through a volunteer led workforce



CYC and Volunteering

Volunteers make a significant contribution to the work and objectives of CYC. At CYC we recognise that there are benefits for a volunteer too, by having the opportunity to pursue an interest and consequently gain new information, develop new skills or enhance existing ones. Our volunteers learn leadership and social skills as they interact with paid staff, young carers and other volunteers. They develop personal pride and satisfaction as they help young carers, and this self-esteem is matched by a recognition by others of their expertise in specific areas such as tutoring, mentoring, coaching etc. As volunteers become more experienced in their role they continue to develop their knowledge, gaining yet more expertise.



Volunteers utilise their skills working with young people at weekly sessions, on specific programmes of activities or supporting with administration and development projects.

Cheshire communities benefit from our volunteers' contributions in that the services that they provide helps individuals, families and the community to address local needs and problems. Greater enthusiasm and rapport have developed through our volunteers sharing their enthusiasm for CYC and the work they do.

At CYC we aim to ensure that all volunteers receive a positive experience. In 2011 we were awarded the Queens Award for Voluntary Service for the provision of specialist support to young carers and improving their health and wellbeing through innovative approaches. This honour recognises the outstanding contributions made by our volunteer workforce and sets a benchmark for excellence in volunteering.

Who is a volunteer?

Many people make good volunteers. Our volunteers come from a wide range of backgrounds and experience. Some are available just a few hours a month or only during the school holidays whilst others commit to providing a few hours each week.



So what sort of person are we looking for?

If you are:

- ✓ **Reliable**
- ✓ **A good listener**
- ✓ **Positive and enthusiastic**
- ✓ **Approachable**
- ✓ **Patient**
- ✓ **Non-judgemental and respectful**

Also if you have a genuine interest in helping young people, then you may be interested in becoming a volunteer for Cheshire Young Carers

In return we offer:

- ✓ **Full Induction**
- ✓ **Safeguarding and Working with Young People training**
- ✓ **Regular volunteer meetings**
- ✓ **Access to further development opportunities and training**

Training and development

All CYC volunteers will undergo a mandatory three hour induction training course. The induction includes, but is not limited to the following:

- The organisation's vision, mission, structure charts and plans to provide a context for the role
- CYC's expectations and responsibilities
- CYC's procedures and support systems
- Volunteer handbook and further information, including health and safety etc, as relevant to the role;
- Completion and signing of all relevant documentation.

In addition, certain roles will require volunteers to undergo further mandatory training, such as safeguarding and working with young people. Where it is deemed that further mandatory training is required for the role being undertaken, volunteers will be informed at interview.

All mandatory training, as appropriate to the role, must be undertaken by newly appointed CYC volunteers within 12 weeks of the volunteer being made an offer of appointment.

CYC volunteers may wish to develop their skills further whilst helping the organisation. To enable them to do this, all CYC volunteers will have access to a range of optional training sessions and will be encouraged, where appropriate, to take on new roles and / or become further involved in the work of CYC.



Volunteer Roles

CYC has a range of exciting roles for potential volunteers to take on, each of these opportunities comes with its own challenges but all are equally rewarding and contributes to wider aim of the charity to support young carers to achieve positive outcomes and ensure that their caring role does not adversely affect their own development and wellbeing.

Lead Casework Support Volunteer

General Purpose	Duties
<p>To support Cheshire Young Carers Caseworkers in bringing young people onto the project-completing assessments, home visits and identifying the needs of Young Carers across Cheshire.</p> <p>Hours: Flexible Location: Multiple locations across Cheshire - West, Mid and East Location: Multiple locations across Cheshire - West, Mid and East Experience: We do not require specific qualifications as training is provided, including: safeguarding; working with young people and casework support. Experience of working with young people is desirable but not essential.</p>	<ul style="list-style-type: none"> • To work alongside CYC Staff and other Casework Volunteers to complete home assessments, reviews and other related actions. • To act as a role model for young carers, encouraging positive behaviour and challenging unfairness and prejudice. • To seek and undertake training within the structure provided by CYC. • To contribute or lead in completion of CYC paperwork. • To abide by the principles and practice of equality of opportunity, as laid down in the CYC equal opportunities policy. • To safeguard the welfare and wellbeing of the young carers. • To support other volunteers in settling into their role and offering advice and guidance.
<h4>Opportunities</h4>	
<ul style="list-style-type: none"> • Working with other professionals in a multi-agency setting • Developing assessment skills • Developing communication skills • Developing leadership skills 	



Caseworker Support volunteer

General Purpose	Duties
<p>To work alongside either the CYC Case Worker or Lead Casework Support Volunteer to complete home visits and assessment, case reviews and support the casework team.</p> <p>Hours: Flexible Location: Multiple locations across Cheshire - West, Mid and East Experience We do not require specific qualifications as training is provided, including: safeguarding; working with young people and casework support. Experience of working with young people is desirable but not essential.</p>	<ul style="list-style-type: none"> • To work alongside CYC Staff and other Casework Volunteers to complete home assessments, reviews and other related actions. • To act as a role model for young carers, encouraging positive behaviour and challenging unfairness and prejudice. • To seek and undertake training within the structure provided by CYC. • To abide by the principles and practice of equality of opportunity, as laid down in the CYC equal opportunities policy. • To complete administrative tasks relating to CYC paperwork
Opportunities	
<ul style="list-style-type: none"> • Working with other professionals in a multi-agency setting <p>Developing assessment skills</p> <ul style="list-style-type: none"> • Developing communication skills • Working with young people and families across the borough 	



Lead Session Support Volunteer

General Purpose	Duties
<p>You will lead a team of volunteers in the development, delivery and evaluation of activities for young people within a designated area or venue. You could be running a weekly activity group or bring together volunteers and plans for a 1 day adventure day or event. We are looking for those who can give the time to really develop in this role and we'll ensure you're supported and trained to fully take on this challenging role. This role is supported by the Volunteer Programme Co-ordinator</p> <p>Hours Potential 6 hours a week split between preparation / planning tasks and delivery. Our volunteer roles are aimed at those who are looking to devote more time to a volunteering role, and potentially aiming for more personal development. You would need to be available to deliver sessions of 3 hours activities within designated area or venue and have time to be able to undertake all planning tasks required for these.</p> <p>Location: Multiple locations across Cheshire - West, Mid and East</p> <p>Experience / knowledge:</p> <ul style="list-style-type: none"> • Of working and communicating effectively with young people. • Of taking responsibility for building supervision and management. • Ability to demonstrate equal opportunities in practise. • Ability to work a minimum of 1 evening per week. <p>ability to follow safeguarding policies and procedures</p>	<ul style="list-style-type: none"> • Work alongside CYC Workers and Volunteers in the development of sessions and projects for the young people. • Lead and support a team of volunteers. • Delivery of sessions and activities for young people in a designated area or venue. • Ensure all planning, organisation and evaluation for these sessions or activities has been completed • To ensure attendance and information from sessions is recorded and reported to CYC Workers. • To be flexible in approach, and committed to delivery and working hours. • To remain approachable to the young people at all times, supporting them where necessary and appropriate. • To act as a role model for young people and other volunteers, encouraging positive behaviour and challenging unfairness and prejudice. • To abide by the principles and practice of equality of opportunity, as laid down in the CYC equal opportunities policy. • To safeguard the welfare and wellbeing of the young people, leading on recording and communication of information as necessary • To ensure that all activities are carried out in line with the CYC Health and Safety Policy and, where necessary, that risk assessments are undertaken. <p>We look for people who can support on a regular basis as well as in an ADHOC way</p>
Opportunities	
<ul style="list-style-type: none"> • Working with other professionals in a multi-agency setting • Developing assessment skills • Developing communication skills • Working with young people and families across the borough 	



Session Support Volunteer

General Purpose	Duties
<p>To support a range of activities delivered to young carers. This role is at the heart of our service for young people and is one of our most popular, without dedicated volunteers our sessions would not be delivered. The role is 100% face to face work with the young people aged between 6 – 17 years. You should be approachable to young people and work with them to enable them to take part in the very diverse range of activities they can be involved in from arts and crafts to full day adventures at Delamere Forest.</p> <p>Hours You would need to be available to support the delivery of a weekly 3 hour session of activities within designated area or venue.</p> <p>Location Multiple locations across Cheshire - West, Mid and East</p> <p>Experience / knowledge:</p> <ul style="list-style-type: none"> • communication skills, both written and verbal • planning and organising with a teamwork approach • Flexible, adaptable and able to prioritise workloads. • problem assessment and problem solving 	<ul style="list-style-type: none"> • To work alongside CYC Staff and Volunteers, supporting and assisting them where possible. • To play a key role in supporting the young people. • To ensure that the provision and its equipment are treated with respect and not abused in any way. • To act as a role model for young people, encouraging positive behaviour and challenging unfairness and prejudice. • To seek and undertake training within the structure provided by CYC. • To maintain volunteer hours log. • To contribute to the completion of session recordings. • To be flexible in approach, delivery and working hours. • To abide by the principles and practice of equality of opportunity, as laid down in the CYC equal opportunities policy. • To safeguard the welfare and wellbeing of young people. • To ensure that all activities are carried out in line with the CYC Health and Safety Policy and, where necessary, that risk assessments are undertaken.
Opportunities	
<ul style="list-style-type: none"> • Working with other professionals in a multi-agency setting • Developing assessment skills • Developing communication skills • Working with young people and families across the borough 	



Mentor Volunteer

General Purpose	Duties
<p>To provide one to one support to a young person aged between 10 and 18 years, through a befriending relationship. You will enable young people to reach their full potential through a supportive and non-judgemental relationship and environment. You will be responsible to a Mentoring Co-ordinator, who will provide all mentoring volunteers with the training, support, advice and guidance needed to undertake their mentoring role.</p> <p>Hours: Volunteer mentors are not set specific hours of working and can often be flexible, but an expected commitment would typically be one hour per week for a period between approximately 6-12 months. When the Mentor Co-ordinator has identified a mentor/mentee match, the mentor co-ordinator will discuss specific times with the mentor and look to agree mutually convenient times.</p> <p>Location: There will be various mentor opportunities across Cheshire – West, Mid and East Cheshire. The Mentor Co-ordinator will help establish the preferred location for volunteering, and where possible seek to match this with mentees from your preferred location who are subscribed to the mentoring programme.</p>	<ul style="list-style-type: none"> • To undertake initial core training and safeguarding training. • To initiate and maintain an appropriate relationship with mentee. • To create a positive, supportive relationship with your mentee by adopting a non-judgemental approach. • To meet your mentee on a regular basis, as determined by the Mentor Co-ordinator, for a period of no longer than 12 months. • To work with your mentee to identify an action plan and how to achieve set goals. • To attend social activities, group work sessions and possible optional residential weekends etc., as agreed and determined by the Mentor Co-ordinator. • To maintain weekly contact with your Mentoring Co-ordinator and inform them of any ongoing issues and problems with your mentee, and agree an action plan to resolve these as they arise. <p>To attend quarterly supervision/support meetings with your Mentoring Co-ordinator.</p> <p>We look for people who can support on a regular basis as well as in an ADHOC way</p>
Opportunities	
<ul style="list-style-type: none"> • Working with other professionals in a multi-agency setting • Developing assessment skills • Developing communication skills • Developing leadership skills 	



Principles

This volunteer policy is underpinned by the following principles:

- volunteers are recognised as equal members within the CYC team
- volunteers are equal partners in achieving organisational aims
- CYC's volunteers do not replace paid staff
- the volunteer selection process follows CYC's volunteer recruitment procedure
- volunteers are an integral part of the organisation's structure and mechanisms are in place that allow them to fully contribute to the organisation's work
- CYC expects staff at all levels to work positively with volunteers
- volunteers are provided with a clear explanation of what is expected of them in their work
- volunteers are provided with the necessary training and support to carry out their assigned role and responsibilities in a confident manner
- CYC will seek to meet the needs of all its volunteers.

Responsibilities and expectations

CYC undertakes to fulfil a range of responsibilities towards its volunteers:

- to interview and treat them in accordance with CYC's [equality and diversity policy](#)
- to agree the voluntary role and working hours, if appropriate
- to provide the information and training they need to carry out their role with confidence
- to provide support and supervision as they develop in the role
- to provide a healthy and safe environment
- to ensure that they are reimbursed for expenses, as agreed
- to give access to a copy of all the organisation's policies that affect their work as volunteers
- to treat their confidential and personal information in accordance with CYC's data protection policy.

CYC has the following expectations of its volunteers:

- that they turn up for the volunteering work at agreed times
- that they attend all training sessions
- that they perform the volunteer role as agreed, and to the best of their abilities
- that they let CYC know as soon as they can if they are unable to carry out any tasks that they have agreed to perform
- that they always promote CYC in a positive light
- that they read, understand and follow all CYC policies and procedures, in particular those relating to:
 - confidentiality
 - safeguarding and child protection
 - equality and diversity
 - health and safety



Equality & Diversity

CYC is firmly committed to creating an equal, inclusive and diverse organisation in all areas of our work in accordance with our [equality and diversity policy](#). We strive to be an organisation which values all volunteers positively and are committed to developing and maintaining an organisation in which differing ideas, abilities, backgrounds and needs are valued; where those with diverse backgrounds and experiences are able to participate and contribute.

Expenses

To ensure that all individuals have equal access to volunteering opportunities CYC deems it important that its volunteer workforce is entitled to receive reimbursement of expenses.

CYC's volunteers are able to claim reasonable out of pocket expenses subject to the production of receipts as evidence of expenditure. What can be reclaimed from CYC and the calculation of expenses will be explained to the volunteer before they undertake any activity likely to incur expenses.

CYC has a consistent approach to the reimbursement of expenses which are the same for both volunteers and staff.

Volunteers may choose not to claim their expenses.