



ALL TOGETHER, MORE SUPPORT

# **VOLUNTEER HANDBOOK**

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A very warm welcome to you!

**Thank you for choosing to volunteer with Vista Wellbeing CIC.** By volunteering with us you are playing a vital role in supporting our range of services and activities.

**Volunteering is central to the ethos of our organisation.** You make a huge difference to what we are able to do and the quality of services we are able to provide. **Thank you for getting involved.**

**You are also our ambassador in the local community,** letting people know that we are here and what we might be able to do to help them.

We aim to make sure that those who give up their time to support our work feel valued, useful and proud to be part of Vista Wellbeing CIC. **This handbook contains important and useful information about volunteering with us. Please read it carefully and keep it handy so that you can refer it to when needed.**

If you have any questions about the information in the handbook or during your time volunteering with us, please speak Kim our Volunteer Coordinator.

Thank you once again for deciding to make a difference.

Anita Griggs

Founder Director

## When you start volunteering

We understand that it might feel a bit daunting at the start while you find your feet.

Because we know everyone is different, **we aim to offer a wide range of opportunities** for people to volunteer in a way that works for them.

This could be anything from offering general support at our Vista Wellbeing Hub to more specialist volunteering such as training to be an instructor.

Whatever your role is we value the time, support and commitment that you are giving to Vista Wellbeing CIC.

We are committed to offering all volunteers **clear and structured guidance** to the roles available within our organisation.

## What training will I receive?

### When you start

We will talk you through the tasks specific to your role and how to carry these out. If you are not sure about something, please don't be afraid to ask. We want you to be comfortable and confident in your role. If you think you need more training in any particular area, please speak to Kim.

### Further Training

Depending on the volunteering role you have chosen, we can offer a variety of recognised qualifications (costs will be subject to funding availability).

These include:

- Level 1 Assistant Instructor (Class Assistant)
- Level 2 Group Exercise Instructor or L2 Gym Instructor
- Level 3 Exercise Referral
- Level 3 Personal Trainer
- Level 2 Mental Health First Aid

## Mutual expectations

At Vista Wellbeing CIC we believe that volunteering is a two-way process. We are grateful for the time and support that you are offering to us but equally we want this to be a fulfilling and enjoyable experience for you. Like any good relationship it is important to outline what each party can expect from the other so we can build a mutually rewarding partnership.

### What you can expect from us:

- To be valued and respected, whoever you are and whatever your background.
- To have clear direction on carrying out your role as well as information about relevant training opportunities
- To have an induction into your role with ongoing support. The induction could be simply “on-the-job” support – or it could be more formalised training (or both). However you should always tell us if you need more support or guidance.
- To be able to contact Kim, Anita or Sue if you have concerns.
- Where possible we will adopt a creative approach to your role to allow you the chance to use your skills, interests and hobbies.
- Recognition for your contribution to Vista Wellbeing, to include Volunteering Events to celebrate all you do.
- To receive agreed out of pocket expenses. (As a small CIC we have limited funds and so we will need to agree expenses in advance.)
- To be able to change your mind or decline a volunteering activity without feeling pressured.
- To be able to discuss an alternative volunteer role if you feel the current one is not working out for you.

## What we expect from you

- To adhere to the fundamental principles and values of Vista Wellbeing CIC, in particular to treat our clients and service users with dignity and respect.
- To be reliable and let us know as soon as possible if you are not able to attend your volunteer activity or if any circumstances change that will affect your volunteering.
- To let Sue, Anita or Kim know if you are concerned for the safety or welfare of a client, colleague or service user.
- Whenever possible, to be our representatives in the local community, letting people know about our work, services and fundraising activities.
- To support and act in accordance with our Policies & Procedures (you can find these on our website – please let us know if you would like printed copies)
- Take part in training and update sessions relevant to your role.
- To understand that we may sometimes need to offer constructive comments about your actions when volunteering.
- To give the best of your skills and abilities to meet the required standards relating to your volunteer role.
- To speak to Sue, Anita or Kim as soon as you have any concerns or issues – don't let them fester!
- Treat all colleagues and visitors with respect.
- To be aware of and report any hazards, spillages, obstacles, fire hazards etc. as soon as possible to a member of our team.

## Code of Ethics/Conduct

We require all instructors and volunteers to abide by the CIMSPA Code of Conduct which you can find here:

<https://cimspa.co.uk/about/policy-guidance-and-code-of-conduct/membership-policies/cimspa-member-code-of-conduct/>

Please let us know if you would like a printed copy.

Some of our roles require you to be a *member* of CIMSPA and we will let you know if this is the case for you.

## **Volunteer FAQs**

### **Who do I speak to if I don't know what to do or don't understand something?**

Your primary contact is Kim Wootten

Telephone number: 07470 400221

Email: [volunteering@vistawellbeing.org.uk](mailto:volunteering@vistawellbeing.org.uk)

Or ask Anita, Sue or any other instructor or volunteer. We will all help you and answer any questions you may have at any time.

### **What do I do if I am not happy in my role?**

Often some adjustments can be made which might improve the situation for you. Please talk to us – but remember that if volunteering isn't working for you then you can withdraw at any time.

### **What should I do if I am ill or can't come for any reason?**

Please let Kim know as soon as possible, so we can ask someone else to cover. It is also helpful for us to know in advance when you are planning any holiday, or a break from volunteering.

### **How can I make comments or suggestions about the organisation?**

We welcome your thoughts and suggestions about Vista Wellbeing CIC and the way we do things. You can email [volunteering@vistawellbeing.org.uk](mailto:volunteering@vistawellbeing.org.uk)

## Social Media

Vista Wellbeing CIC has various social media pages including Facebook:

<https://www.facebook.com/vistawellbeing>

You can help us by sharing our posts 😊

## Things to consider:

- Do think about why you want to volunteer.
- Do make sure you know who you can go to for help and advice.
- Do keep to any arrangements you have made. If you cannot keep an appointment, let us know as soon as possible.
- Do tell us about any health problems that may affect your Volunteering.
- Do enjoy your time volunteering with us and tell us how to make it even better.
- Don't over commit yourself.
- Don't discuss personal details of any sort outside your volunteering role; confidentiality is important to us all.
- Don't keep worries or concerns to yourself. Speak to your Sue or Anita or another member of the team. We are here to help you!
- Don't accept money as payment from someone you have helped while volunteering. Explain to them that they can make a donation to Vista Wellbeing if they'd like to.

- Don't leave without telling anyone first. If you don't feel that your volunteering is providing the experience that you want, please speak to Sue or Anita who may be able to find a solution.

## **More about Vista Wellbeing CIC**

**We have developed a positive reputation for putting our clients at the heart of all we do** and provide support and opportunities to lots of people each week. We achieve this through our dedicated team including our fantastic volunteers who give their time, enthusiasm, and skills so generously for the benefit of others.

**We are a not-for-profit CIC with a Board of Directors.** We are responsible for our own funding and governance. We don't receive any direct, regular government funding. We hold small fundraising events throughout the year and seek to gain additional grant funding to support our activities.

**We were founded in 2017 with an aim to provide activity and support sessions** for people in the North Devon area. Our services are aimed at those who are living with long term health conditions.

**We hope you have found this handbook useful.**

Please consider sharing your thoughts and experiences with us. Feedback is a vital tool for growing and developing our services and can help us apply for funding as well as encouraging support from the local community.

We also welcome suggestions about this handbook and to hear if there is additional information that you feel would be useful. Please contact Sue or Anita with any comments or feedback.

**Thank you once again for all you do for us and for enhancing the lives of our clients and service users.**

## **Useful Contacts**

<b>Name</b>	<b>Role</b>	<b>Contact</b>
Anita Griggs	Director and Clinical Lead	07900 041 258 anita@vistawellbeing.org.uk
Sue Ward	Director and Governance Lead	07527 992059 sue@vistawellbeing.org.uk
Kim Wootten	Volunteer Coordinator	07470 400221 volunteering@vistawellbeing.org.uk

This document will be reviewed annually by the Board of Directors and our Volunteer Co-ordinator to ensure it remains fit for purpose  
Next Review Date: January 2027