



Supporting People with Learning Disabilities

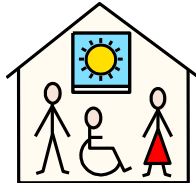
Plymouth Highbury Trust

207 Outland Road, Plymouth, PL2 3PF
Tel: 01752 773333 Fax: 01752 796299
Finance: 01752 753715
Email: admin@plymouthhighburytrust.org.uk

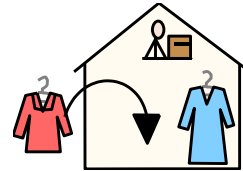
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VOLUNTEER INFORMATION PACK



SUPPORT SERVICE



CHARITY SHOP



DROP-IN CENTRE

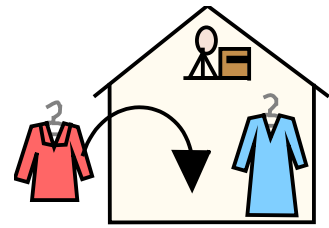


CITIZEN ADVOCACY



SOCIAL CLUB

March 2011



"Charity Shop/Coffee Bar"

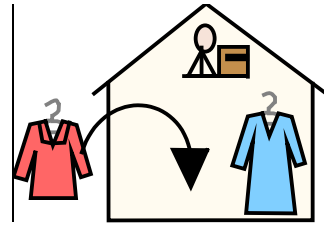
VOLUNTEER PERSON PROFILE

USEFUL QUALITIES:

- **Reliable**
- **Enthusiastic**
- **Good communication skills**
- **Work as part of a team**
- **Commitment**

REALLY USEFUL QUALITIES:

- **Knowledge of retail trade**
- **Experience of serving the public**



"Charity Shop/Coffee Bar"

VOLUNTEER ROLE DESCRIPTION

RESPONSIBLE TO:

Chairperson or designated person

AIMS OF SERVICE:

To promote public awareness of the role of Plymouth Highbury Trust in a retail setting.

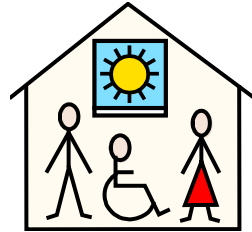
To raise funds for Plymouth Highbury Trust.

VOLUNTEER DUTIES:

To be part of a team alongside the existing, established volunteers, dealing with sales to the public, display of merchandise and assisting in coffee shop.

OTHER:

Two satisfactory references required



"COMMUNITY SUPPORT SERVICE"

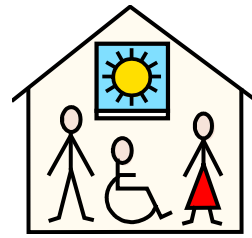
VOLUNTEER PERSON PROFILE

USEFUL QUALITIES:

- **Reliable**
- **Enthusiastic**
- **Good communication skills**
- **Able to maintain confidentiality**
- **Have regard for our clients' adult status**
- **Support the existing staff team**
- **Commitment**
- **Willing to undergo training**

REALLY USEFUL QUALITIES:

- **Driving Licence**
- **Knowledge of learning disabilities**
- **First Aid Qualification**
- **Computer skills**
- **Artistic or Craft skills**



"COMMUNITY SUPPORT SERVICE"

VOLUNTEER ROLE DESCRIPTION

RESPONSIBLE TO:

Community Support Service Manager

AIMS OF SERVICE:

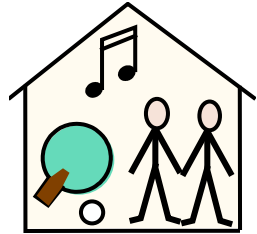
- To promote client independence, having regard for the clients' adult status and choices.
- To provide day respite for families and carers.
- To promote social inclusion by supporting clients to access a range of community based activities.

VOLUNTEER DUTIES:

- To assist established staff in supporting clients with the above, within the volunteer's ability.
- Assist with transport duties as an escort, (or driver) where possible.

OTHER:

- Two satisfactory references and a Criminal Record Bureau check required. CRB check carried out at organisation's expense.



*"Highbury Social Club/Orbit Club/
Drop in Centre"*

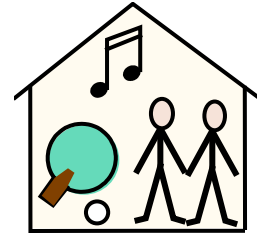
**VOLUNTEER
PERSON PROFILE**

USEFUL QUALITIES:

- **Reliable**
- **Enthusiastic**
- **Good communication skills**
- **Able to maintain confidentiality**
- **Have regard for our clients' adult status**
- **Ability to be part of a team**
- **Commitment**

REALLY USEFUL QUALITIES:

- **Knowledge of learning disabilities**
- **First Aid Qualification**
- **Computer skills**
- **Food Hygiene Certificate**



*"Highbury Social Club/Orbit Club/
Drop in Centre"*

**VOLUNTEER
ROLE DESCRIPTION**

RESPONSIBLE TO:

Social and Leisure Manager

AIMS OF SERVICE:

- To provide a safe environment for adults with a learning disability to enjoy social and leisure activities.
- For clients to have the opportunity to expand their social network.

VOLUNTEER DUTIES:

- To assist the existing members of staff in the running of the clubs.
- Some Tuesday/Friday evenings available.

OTHER:

- Two satisfactory references and a Criminal Records Check required.

VOLUNTEER INFORMATION

SOME FREQUENTLY ASKED QUESTIONS:

Q. Will volunteering affect my benefits?

A. Volunteering should not affect your benefits. Make sure you tell your Benefits Office and Job Centre what hours you are doing as a volunteer and give them any other information they ask for.

Q. I have to pay bus fares to get to my volunteer placement, can I claim these back?

A. You are not expected to be "out of pocket" by being a volunteer so please keep your receipts/tickets and fill out a claim form to reclaim your expenses, (available from your line manager).

Q. If I use my car in relation to my placement, will this affect my motor insurance?

A. You are not covered for motor insurance by Plymouth Highbury Trust. If you use your car during the course of your volunteer placement however; your current motor insurance premium should not be affected. As you are not using your car in respect of paid employment, you do not need business insurance. You must fully inform your insurer in what capacity you are using your car as a volunteer. We have a standard form for you to complete and give to your insurer.

Q. Am I covered by insurance working as a volunteer?

A. Yes, you are fully insured for personal accident and public liability by Plymouth Highbury Trust.

Q. How many hours do I need to volunteer for?

A. This is purely a matter of choice. Check the opening times of the service you are interested in volunteering for and discuss with the relevant manager. It might be better to do fewer hours at first.

These are only some of the queries you may have; please do ask us if you think of anything else.

SERVICE OPENING HOURS

SERVICE	MON	TUES	WED	THUR	FRI	SA	SU
COMMUNITY SUPPORT SERVICE	08.30 TO 16.30	08.30 TO 16.30	08.30 TO 16.30	08.30 TO 16.30	08.30 TO 16.30		
ORBIT CLUB	10.30 TO 14.30			10.30 TO 14.30			
SOCIAL CLUB		18.30 TO 20.30			18.30 TO 20.30		
DROP-IN CENTRE					10.30 TO 15.00		
CHARITY SHOP	09.00 TO 17.00	09.00 TO 17.00	09.00 TO 17.00	09.00 TO 17.00	09.00 TO 17.00	09.00 TO 17.00	
CITIZEN ADVOCACY	←		FLEXIBLE				→

Please check the opening times of the service you are considering volunteering for.