



Educational Learning Support Hub (ELSH)
205/207 Sheffield Road,
Barnsley
S70 4DE
Tel: 01226 643249
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Volunteer Handbook



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Volunteer Handbook

Welcome to ELSH Barnsley

Firstly, thank you for sharing your time, talent and energy, we hope you enjoy volunteering with us.

As a volunteer you offer your time and abilities to enhance and support our work and help us continue to deliver our vision. Your continued commitment is extremely important to us and allows to offer an even stronger service.

So again, from all teachers' volunteers, other volunteers and Trustees, thank you for volunteering with us.

Who We Are?

ELSH formally known as ELIM ESOL was born in March 2015 when a group of asylum seekers, refugees and migrants attended a local Pentecostal church. They were offered learning support and help to integrate onto the community by Florentine Booth-King.

From 8 students, attending once a week for two hours become 6 hours a day 30 hours a week with a capacity over 100 students. We received our first funding in 2015 from Kingstone Ward Alliance this funding allowed us to purchase equipment and to offer teaching sessions to let people and minorities know what we were all about.



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Also, in 2016 we received two grants, one from Kingstone Ward Alliance and the other from South Yorkshire Community Foundation. We have been very fortunate to gain funding from previous WOMEN and Children Forum a small Community group that closed. This were a great finance support to help ELSH start supporting our Young People's and Minorities' Wellbeing from our Educational HUB. The funding has help for six months from July 2018, to December 2018 with rent and utility. We have been offered a building from BCB at a reasonable price to rent and to make this project effective. Thank you so much for making this happen with ELSH in Barnsley.

We soon realised that 2 hours a week teaching were not enough in our work with young people and minorities, therefore we began working on a 12 - week teaching programm, workshop and activities to help and educate young people and minorities learning basic Maths, English and ITC and offer support. This is now our main effective educational function. We do offer 1:1 coaching session to people who struggle in group sessions.

Organisation

You will be joining a dedicated team of staff, volunteers and Trustees.

- Kath Michell – Trustee Chair
- Jo Haywood – Trustee Treasurer
- Sue Shaw – Trustee Secretary
- Chris Morrison – Trustee

- Florentine Booth-King – Project Coordinator and CEO
- Dave Shaw – Senior Volunteer Coordinator



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- Lucy Pratt – Administrator/ Receptionist
- Julie Martin– Primary Wellbeing Volunteer Teacher
- Richard Kershaw - ESOL Teacher
- Heather Green - ESOL Teacher
- Klodiana Bushamau – Student Volunteer
- Farrell Dearman – Volunteer Firer Marshall Officer/ Care Taker

Contact details

If you cannot attend a session, it is important you let us know as soon as possible. We do rely on volunteer support in our groups and if you are unable to attend the sooner, we know the more likely we are able to find other support to cover.

Some useful contact details to note are:

Telephone number: 01226 643249
Mobile Florentine 07504542980
Dave 07788927937
Email Address: info@elsh.org.uk



Friendship & belonging **fun**
Personal benefit and growth Recognition
Work experience *Learning new things*
Sense of accomplishment **SKILLS & EXPERIENCE**
Giving something back Unique Experiences



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Volunteer benefits

People volunteer for a variety of reasons; to develop new and existing skills, to help make our services even better and more accessible, to more involved in something they are passionate about, to share skills and experiences, to improve own health, wellbeing and knowledge or to enjoy the social side of volunteering. All these reasons are valid and make our service even better for the people we serve.

What you can expect from us



Smoking policy – We operate a no smoking policy in our building and sessions. If you wish to smoke while volunteering with us, please ask where the best place to do this is.

Photo Consent – On occasion we will take photos of our sessions for advertising and reporting purposes. These photos may be used on our website, social media and in reports sent to funders. Please advise if you do want to be in photographs.

Health and Safety – We ask all volunteers familiarise themselves with the health and safety policy included at the end of this handbook.

Safeguarding – We take safeguarding very seriously and we ask all volunteers familiarise themselves with the safeguarding policy included at the end of this handbook.



First Aid – You are not responsible for the provision of first aid, if this is needed, please speak to a member of staff to get appropriate help. Please do not take items from the first



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aid boxes without informed the designated first aider first, this so we can monitor the contents of the box and ensure we don't run out of essential equipment.



Fire – in the event of a fire you are not responsible for anyone but yourself. You need to leave the building as quickly and orderly as possible, via the nearest fire escape. If you are with others, please advise them to leave the building. Do not linger or retrieve personal items from Volunteer Room etc. A Fire Marshall member will ensure the building is clear. Report to the designated congregation point and a member of Administrator will tick you off the signing in list. You will be shown the fire exits when shown round the building.



Sickness and Absence – If you cannot attend a volunteer session for any reasons, we ask you notify us as soon as possible. This is important as we may need to make alternative arrangements to cover your session.

Insurance -

ELSH has its own liability and content insurance.



Equality and diversity – We are committed to equality and diversity in all our work, including staff, volunteers and the public.

Problem Solving – We hope you encounter no problems while volunteering with us, but if you do with either staff, volunteers or the public, we will endeavour to resolve these issues in a fair manner and where possible informally. If a problem is of a more serious nature, it can



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be escalated, and we hold the right to end the volunteer opportunity if needed.

Remember if you ever encounter a situation you do not know how to deal with, please refer to a Volunteer coordinator who will offer guidance or if needed take over the situation.

Confidentiality – We ask all volunteers familiarise themselves with the confidentiality policy included at the end of this handbook.

Your Data – In order to keep you up to date with any upcoming volunteer opportunities, events or unforeseen circumstances, we keep the data you provide. We **do not** share this information with any other organisation, and we do store your information securely and in line with Data Protection legislation.

Right to end volunteering – As a volunteer you have the right to end your volunteering with us at any time and without notice. This also apply to us and ELSH can end a volunteer opportunity at any time. If you do wish to end your volunteering with us, we would appreciate you letting us in advance where possible, both so we can see how best to fill the volunteer role and to give us an opportunity to gather feedback on your experience.

This agreement is binding in honour only; it is not intended to be a legally binding contract between us and may be cancelled at any time at the discretion of either party. Neither of us intends any employment relationship to be created either now or at any time in the future.



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What we expect from you

We ask that you follow our procedures and standards and to fulfil your role to the best of your ability. While volunteering you are a representative of the service and should always be respectful and appropriate.



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- We ask that you let us know as soon as possible if you are unable to attend a volunteer session.
- That you read and understand this handbook and the policies included.
- You must never be left alone with any young person (both for your protection and theirs).
- Should a young person wish to speak to you in the any teaching room, please ensure another member of the volunteer is aware of this and leave the door open.
- If a young person asks you to keep a secret – **YOU MUST NOT**, please inform a member of staff.
- If in any doubt about any of your duties, please speak to Florentine Booth-King for clarification.

Please ensure you attend all sessions that you have agreed to attend. You are responsible for informing any relevant agencies (where applicable) that you are undertaking volunteering tasks.

By signing this agreement, you are letting us to know that to the best of your knowledge you do not have any medical condition which means you should not be undertaking any of the tasks you are signing up to carry out. Please let us know if you have any conditions, we should be aware of e.g. allergies.



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What should I check?

- Time commitment expected?
- Is there a Volunteer Agreement?
- What will be my role?
- Training & Support Provided?
- Risk and Liability Insurance?
- Do I need transport?
- Expenses...

What we expect from you in a session

When a young person comes to our HUB, sit with them to complete the registration form and outcome measures and give to our Administration for filling.

Always pay attention to safeguarding policy

Never make promises

- ❖ Discuss new ideas with Project coordinator before discussing with young people or any student
- ❖ Do not discuss personal thoughts on spiritual, equality or any other issues, just listen to young person
- ❖ If talking with young person on a 1:1 basis, door to room must be left open to safeguard self and young person



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- ❖ Only take young person into teaching room on 1:1 basis if absolutely necessary
- ❖ Only talk about learning and education with young people you have qualifications in supporting and helping with the learning.

Volunteer Agreement

Name: -----

Contact details:-----

Emergency contact:-----

By signing this you agree:

You have received and will adhere to the information as in the volunteer handbook and associated documents and at induction, while volunteering.

Accept ELSH will retain your data for the purposes as laid out in the handbook.

One copy of this agreement is held by ELSH and the other copy is kept by you.

Volunteer
signature.....

Date:.....



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I confirm the above person has been accepted for a volunteer role with
ELSH

Staff name:.....

Staff Signature:.....

Date:.....