

ROCHDALE PETRUS COMMUNITY

(CYRENIANS)

For women and men in housing need

Please reply to: Craig Lee House, 25 Church Lane, ROCHDALE OL16 1NR
Tel:01706 345844 Fax: 01706 713151

Rochdale Petrus Community accepts the emphasis of CHAR and Homes for Homeless People on the importance of equal opportunities.

We will endeavour to offer equal opportunities to all as an employer in our services and in our management, and will endeavour not to treat anyone less favourably because of colour, religion, ethnic or national origin, disability, sex, sexuality, marital status, age or responsibility for dependants.

VOLUNTEER APPLICATION FORM

Please complete every section of this form as fully as possible

FULL NAME

ADDRESS TEL NO: HOME

..... WORK

.....

POSTCODE

DATE OF BIRTH

E-MAIL ADDRESS.....

Please return the completed application form to:

Deputy Coordinator
ROCHDALE PETRUS COMMUNITY
CRAIG LEE HOUSE
25 CHURCH LANE
ROCHDALE
OL16 1NR

Registered Office: Craig Lee House, 25 Church Lane, Rochdale OL16 1NR. Tel: (01706) 345844

Fax: (01706) 713151 Email: petrus@petrus.org.uk

A LIMITED COMPANY FOR CHARITABLE PURPOSES.

Director: L Robinson. Registered Charity Number: 510904. Limited Company Number: 1523836 (Registered in Cardiff)



Please state as fully as possible what are your reasons for applying for voluntary work with Petrus.

Please state any specific skills or interests that you have that you feel could be used in the role as volunteer.

Please state any particular areas of work within Petrus that you would like to undertake as a volunteer:

Please include as much detail as possible that relates to how and why you think you would be a good volunteer at Petrus (Include details of any previous voluntary work or paid work that you have undertaken.

Continue on a separate sheet if required)

REFERENCES

We require the names and contact details of three people who are able to comment on your suitability to become a volunteer with Petrus.

(One referee should be your present employer or your most recent employer if unemployed).

Referee 1

NAME

ADDRESS

TELEPHONE NO.

Capacity in which they are known to you _____

Referee 2

NAME

ADDRESS

TELEPHONE NO.

Capacity in which they are known to you _____

Referee 3

NAME

ADDRESS

TELEPHONE NO.

Capacity in which they are known to you _____

HAVE YOU EVER BEEN CONVICTED OF A CRIMINAL OFFENCE?.....

(Please answer 'Yes' or 'No')

Please note that disclosure of criminal convictions will not prevent your application from being taken seriously.

IMPORTANT: Please refer to notice below.

CONVICTIONS AND SPENT CONVICTIONS OF A CRIMINAL NATURE.

Notice to Applicants: Because of the nature of the work for which you are applying, this post is exempt from the provisions of Section 4 (2) of the Rehabilitation of Offenders Act 1974, by virtue of the Rehabilitation of Offenders 1974 (Exceptions) Order 1975. Applicants are, therefore, not entitled to withhold information about convictions which for other purposes are 'spent' under the provisions of the Act, and, in the event of employment, failure to disclose such convictions could result in dismissal or disciplinary action by this Authority. The fact that conviction(s) have been recorded against you will not necessarily debar you from consideration from this appointment.

You must, therefore, answer the question on the application form: "Have you ever been convicted of a criminal offence?" (Please answer 'Yes' or 'No'). **If the answer is 'Yes', you must give details which may, if you wish be enclosed in a separate, sealed letter marked 'Confidential' and attached to the application. Any information given will be completely confidential and will be considered only in relation to an application for which the Order applies.** The object of this notice is not, in any way, to reflect upon the applicant's integrity, but is necessary to protect Petrus and its clients.

A copy of this notice will be sent to your referees.

Notice to Referees: The above notice has been given to the applicant who has given your name as a Referee. The effect of the exemption mentioned in the notice is to make it possible for you to reveal any information that you may have concerning convictions which would otherwise be considered 'spent', in relation to this application and which you consider relevant to the applicant's suitability for employment. Any such information will be kept in strict confidence and used only in consideration of the suitability of this applicant for a position where such an exemption is appropriate.

ROCHDALE PETRUS COMMUNITY

VOLUNTEER INDUCTION PAPER (not Council of Management Volunteers)

Project _____

Name _____

Manager _____

Date in post _____

PLEASE DATE AND SIGN ALL AREAS COVERED IN INDUCTION (where applicable)

HEALTH AND SAFETY

Health and Safety manual read and understood

Lone Working policy

Risk policy

Drugs policy

Mobiles and emergency contacts

Safety clothing and equipment

Accident Book

Smoking Policy (contained in Health & Safety manual)

Personal attack alarms and procedures

Cover manager procedure

APPROPRIATE BOUNDARIES

Times for visits

When to pass on information

Gifts

Working within agreed times

Support from line manager

Visiting Scheme guidelines

Lending of money

Confidentiality and telling the service user re limitations in what can be kept confidential

Reporting to manager

PROTECTION FROM ABUSE

Dealing with violence and aggression

Whistle blowing policy

Vulnerable adults policy

Visitor arrangement procedure

Bullying/Harassment policy (contained in Equal Opportunities Manual)

Child protection committee file

EQUAL OPPORTUNITIES

Read and understood policy

Complaints procedure

Service user involvement paper

PETRUS STRUCTURE

Short history of Petrus _____

Management structures _____

Projects and teams _____

❖ **Recording systems:**

- Data Protection Policy _____
- Visit Log sheet _____
- Mileage claim forms _____

❖ White board explained _____

❖ Awareness and understanding of us _____

❖ **Other:** list and sign

Please note:

By signing and dating the relevant areas covered, you are declaring your understanding of the information given and/or procedures explained.

Any “not applicable” areas are also to be recorded.

ROCHDALE PETRUS COMMUNITY

PART 1 - POLICIES AND PROCEDURES (VOLUNTEERS)

VOLUNTEER POLICY

Petrus provides a range of supported housing and a day centre service for people in housing need.

We currently provide a service for a total of ninety-five single men and women in nine separate residential projects and a floating support scheme for people who live in their own tenancies but require support. In addition we a run an open door day centre which is used by approximately ninety men and women on weekdays and thirty at weekends.

Volunteers assist at our day centre service by assisting with kitchen duties, serving food, cleaning and clearing dining areas, chatting to service users, playing pool etc. and in addition at the weekend centre by helping in managing the laundry room and clothing store and occasional administrative jobs e.g. photocopying, answering telephone.

Volunteers can help within the residential services by supporting service users with life skills and budgeting plans, motivating service users in self-care and household chores, accompanying service users to appointments with outside agencies, assisting on planned outings, gardening, literacy and numeracy and befriending.

Volunteers can assist at our administration office by photocopying, reception work, filing, typing, and dealing with the post, shredding and general errands.

Our Council of Management members are also all volunteers who have skills and experience in homelessness related work, personnel matters, funding and finance.

Volunteers are not used to replace paid staff but to complement them.

Recruitment

Individuals interested in becoming volunteers with Petrus can request an application pack either by writing to, or telephoning: Petrus Administration Office, Craig Lee House, 25 Church Lane, Rochdale, OL16 1NR, telephone number 01706 345844.

In addition Rochdale's Council for Voluntary Service, Volunteer Bureaux refers potential volunteers to Petrus

Interview

When the completed application form is returned you will be invited to an interview at Petrus. A Project Leader and a member of staff conduct the interview. Interviews are kept as informal as possible.

If the interview is successful then the following information must be obtained prior to the individual starting any voluntary work with Petrus: -

References

Two positive references are required.

CRB checks

Due to the nature of the work all potential volunteers are subject to an enhanced CRB check

1. HEALTH, SAFETY AND WELFARE POLICY

- 1.1 The Management Council recognises and accepts its responsibility for providing a safe and healthy working environment for all its employees and volunteers.
- 1.2 The Council will take all steps within its power, and within the resources which can generally be made available from time to time, to meet this responsibility, paying particular attention to the provision and maintenance of: -
 - a) equipment and systems of work that are safe
 - b) a safe place to work
 - c) a healthy working environment
 - d) adequate welfare facilities
 - e) safe arrangements for the use, handling, storage and transport of articles and substances
 - f) sufficient information, instruction, training and supervision to enable all employees to avoid hazards and contribute positively to their own safety and health at work
- 1.3 No safety policy is likely to be successful unless it actively involves staff and volunteers. The Council will therefore co-operate fully in the appointment of safety representatives by recognised trade unions and will provide them with sufficient facilities and training to carry out this task. The Council will also co-operate in joint consultation on safety matters as appropriate. In this connection the Council reminds its employees of their own duty (under Section 7, Health and Safety at Work Act) to take care for their own safety and that of other workers and to co-operate with the Council so as to enable it to carry out its own responsibilities successfully.

- 1.4 The Chair of the Council of Management has overall responsibility for ensuring that the Council's health and safety policy is fulfilled. The Coordinator and Project Leaders have day-to-day responsibility for carrying this out.
- 1.5 A copy of this Statement will be made available for all employees and volunteers.
- 1.6 **EMPLOYEES & VOLUNTEERS RESPONSIBILITY FOR HEALTH & SAFETY**

All employees and volunteers have a responsibility under the Health and Safety at Work Act to:

- a) make themselves familiar with, and conform to the Health and Safety Policy at all times
- b) observe all safety rules at all times
- c) report all accidents and dangerous occurrences to the Project Leader, and make a record in the accident book
- d) make appropriate suggestions to improve health and safety to the Project Leader or Union Safety Rep; NB - where possible suggestions to be put in writing and the outcome of any action recorded
- e) report all potential hazards to the Project Leader.

2. EQUAL OPPORTUNITY POLICY

Petrus is committed to promote equal opportunity in employment both paid and unpaid, regardless of workers' age, sexual orientation, marital status, creed, colour, race, ethnic origins or disability. This commitment applies in respect of all terms and conditions of employment together with work allocation, recruitment, training, promotion and redundancy.

When recruiting or promoting volunteers, the only criterion is suitability for the job.

The management undertake to draw opportunities for training and promotion to the attention of all eligible volunteers.

If any volunteer considers that he or she is suffering from unequal treatment on the grounds of sex, sexual orientation, marital status, religion, colour, race, ethnic origins, age or disability, he or she may make a complaint which will be dealt with through the grievance procedure.

3. GRIEVANCE PROCEDURE

Purpose and Scope

The aim of this procedure is to settle grievances promptly, fairly and as closely as possible to the points of origin and help to prevent minor discrepancies developing into more serious disputes.

Principles

In the case of an individual grievance, individuals have the right to be accompanied by a fellow volunteer or Petrus staff member of their choice at each stage of the procedure beyond Stage 1.

The time limits set below may be varied by mutual agreement.

PROCEDURAL STAGES

STAGE 1

Any volunteer who has a grievance should, in the first instance, discuss informally with the Project Leader. Such discussion will take place within 4 (four) working days of notification.

A group who have a grievance should discuss the issue with the Project Leader. Such discussion will take place within 5 (five) working days of notification.

The Project Leader, or appropriate person, will make every effort to resolve the issue. Should a satisfactory resolution not be reached within 5 (five) working days from the meeting the issue will be progressed to the next stage. The parties will agree a note of the meeting.

STAGE 2

If the grievance is not settled at STAGE 1, or if the grievance is against the project leader, the member of staff will refer the matter to Petrus Coordinator. The matter will be discussed at a meeting to be convened within 5 (five) working days of notification. Should it not be resolved within 5 (five) working days from the meeting the issue will be progressed to the next stage. The parties will agree a note of the meeting.

STAGE 3

If the grievance is not settled at STAGE 2 the matter will be referred to the Chair of the relevant Project or his/her nominated deputy who has not previously been involved with the grievance. A meeting will be

convened within 5 (five) working days of the request being received. The decision of the Chair or his/her nominated deputy is final.

4. INDUCTION AND TRAINING

The volunteer will undergo a short period of induction into the work of the project.

Supervision will be provided by the Project Leader or another staff member, on a regular basis.

The volunteer will be encouraged to seek further training and to participate in training arranged for staff. Petrus would consider providing financial support for a volunteer attending short training courses offered by other organisations.

5. REVIEW OF THE VOLUNTEER'S WORK

The supervisor will provide the volunteer with an annual review of his/her work in the project.

6. REIMBURSEMENT OF EXPENSES

Petrus will consider meeting 'out of pocket' expenses incurred in the volunteer travelling to and from the project in which they are working. If the volunteer is asked to use their car for essential journeys, a casual users allowance will be paid at the current Local Authority rate. The Project Leader must be consulted ahead of any claim being made by the volunteer for travelling expenses.

Car Insurance - it is the volunteer's responsibility to ensure that they are covered for using their car on Petrus business. To ensure that cover is adequate the volunteer must inform their insurance company of their intention to drive their vehicle on Petrus business.

Petrus may consider meeting any additional car insurance costs. The Project Leader must have sight of such cover prior to the volunteer being authorised to use their car on Petrus business. In addition the Project Leader will need sight of the volunteer's current driving licence and MOT certificate.

PART II - RULES RELATING TO WORKING AS A VOLUNTEER WITH PETRUS

1. DECLARATION OF INTERESTS

A volunteer who has to deal with any matter in which he/she has a personal or financial interest must inform the Project Leader of the facts.

2. PUBLICATION OF INFORMATION

Volunteers must not knowingly pass on information of a confidential nature gained during the course of their work with Petrus to third parties. Volunteers must not publish information regarding the operation of Petrus or take part in interviews with the press or other media without the prior agreement of the Project Leader.

3. CHANGE OF CIRCUMSTANCES

Volunteers must inform their Project Leader of any change of name/address.

PETRUS VISITING SCHEME

Purpose

Offer company (for example to appointments) for current service users or service users who are on Floating Support in their own tenancies or those in Petrus Supported Housing Projects.

The role would be either a set number of allocated people to work with (and the times to be mutually arranged) or a set purpose (E.G. using the skills and interest of the volunteer) with fixed times of carrying out voluntary work, agreed with the volunteer, and to use them where needed each week for different people.

Safety

1st two visits are in Petrus Day Centre, where there is a team of staff working. This would be prior to identifying people to work with. (Oversight of their practice, help identify strengths, identify confidence or personal boundary issues)

There is a laid down procedure re health and safety matters specifically for volunteers.

Petrus commitment

There will be an induction into the organisation. (see induction paper attached), which would be carried out by a Petrus Manager with the volunteer.

Volunteers will be offered additional training from Petrus in-house as it arises. This could include Professional boundaries, ethos/values, dealing with difficult behaviour.

There would be an allocated 'Manager' who is responsible for updates re policies and to co-ordinate training.

Reasons for the scheme

People often say that they are lonely or isolated.

They may not know people in the area and just want to have a coffee and a chat.

They have often applied to a befriending agency and face a long waiting list.

You may have hobbies or interests that you would like to share with other people.

We carry out questionnaires every 6 months and it would be helpful for some people to have an impartial person to help in completing this.

There are opportunities to help out on joint social activities.

These are just a few ideas, you will probably have your own ideas. Please let us know.

Who are the volunteers?

Petrus volunteers could include Petrus ex-service users.

What is an ex-service user?

- Someone who has not required any of our support services (which include Day Centre/ Outreach/FS as well as any other service) – for 6 months.

WORKING ALONE – SAFETY POLICY

VOLUNTEERS

It is a normal part of many employees' jobs to work alone in the community, visiting clients' premises. There are some risks to health and safety but these are in reality minimal. The risk and therefore vulnerability cannot be eliminated completely but it is possible to, with awareness, to minimise those risks and by conducting yourself with assertion.

In order to minimise risks to health and safety all volunteers who regularly or occasionally work alone will adopt the following procedures.

Volunteers have a responsibility to be aware of safety procedures and make appropriate arrangements to ensure they minimise risk when carrying out their work.

VISITING TENANTS

Volunteers who visit tenants in their own homes must list each tenant they are visiting in the order they intend to carry out the visits with addresses, telephone numbers (if applicable) and expected duration of visits.

If a volunteer has any concerns about visiting a tenant, they must discuss with a manager *before* carrying out a visit.

Personal alarms are available for volunteers and should be carried on visits.

Under no circumstances should a volunteer enter a person's home if they feel at all uncomfortable or unsure about their safety

BUDDYING SYSTEM

Before going on any visits volunteers must have allocated themselves a buddy for the day, the buddy should be informed of their whereabouts and expected time of return. It is each individual's responsibility to make sure that they have a buddy.

If volunteers want to volunteer in our visiting scheme they must have access to a mobile phone, that is fully charged and has credit on it for use in the event of an emergency or needing to contact a manager.

It is also strongly advised that volunteers carry their personal alarms at all times.

If completing an evening visit, a volunteer should phone the manager or buddy once the visit has been completed. All visit times must be prearranged with the manager.

If a staff member is going straight home from a visit it is again their responsibility to inform their buddy or manager of this, including the expected time the visit will be completed. Again it is expected that they will phone once the visit has been completed.

If the manager is unavailable due to leave etc then volunteers must follow the cover manager procedure.

Please also be aware of personal safety issues when visiting certain estates, especially on evening visits. Any concerns should be discussed with a Manager beforehand.

IF THERE IS CAUSE FOR CONCERN

If there is cause for concern, the Line Manager will ascertain the member of staff's whereabouts and then try contacting the last known appointment or location. Failing this, the manager will ring the volunteer's home. If there is no reply the police will be notified.

If the volunteer does not make contact within the agreed time the following steps should be taken:

Try their mobile

Try to contact last known visit

Phone police.

MOBILE TELEPHONES

Volunteer mobile phone users must not make/answer calls whilst driving in line with legislation and good practice.

Volunteers are expected to carry mobile phones when away from residential projects.

WORKING ALONE TRAVEL

- Plan your route.
- Know where you are going and how to get there.
- Tell somebody where you are going and what time to expect you back.
- Assess the risks of where you are going before you get there e.g. known 'problems' estate, community tension' etc.
- Keep valuables out of sight e.g. wallets and purses in an inside pocket.
- Avoid if possible, deserted areas, dark building, alleyways, car parks and waste ground.
- Be alert and aware of your surroundings.
- Take advantage of others going your way.
- Think what you would do if faced with a problem.
- Look for escape routes.
- Identify a place of safety if possible.
- Generally be aware.
- Walk in the middle of the pavement.

- Good posture and balance are a positive aid to self-protection and give an air of self-assurance.
- If you think you are being followed, trust your instincts and take action.
- Do not speed up your pace but cross the road to see if you are being followed. Re-cross if necessary.
- Do not show signs of fear by running.
- Aim for a busy area – pub, shop, and petrol station.
- Call the police if necessary.
- If using public transport, know what routes go where.
- Plan your journey.
- Have change and fare money ready.
- Do not fumble in purses/wallets looking for money.
- Put change, credit cards etc away safely before leaving the ticket counter.
- Visibly checking a map leaves you vulnerable to offers of help, which may not be what they seem.
- Look as if you know where you are going.
- When waiting for a bus at night, wait in a well-lit area, if possible near groups of people.
- Perhaps a stop up the road offers better/safer lighting, more people about etc.
- Use the lower deck of a double decker bus.
- Choose an aisle seat.
- Sit near to the driver or conductor.

DEALING WITH AGGRESSIVE AND VIOLENT BEHAVIOUR

It is not possible to foresee and prevent all violent and aggressive situations. However many incidents can be reduced to minor aggressive situations if you are aware of and trained in non-confrontational skills etc. Appropriate caution should be exercised in all working activities, particularly when dealing with people issues. Do not subject yourself to unnecessary violent and verbal abuse. All situations involving violence, aggression or verbal abuse must be reported to your Manager in order that they can be investigated and addressed appropriately.

DEFINITION:

Violence and aggression can be manifested in body language, invasion of personal space, irrational statements, physical threats and actual physical evidence.

STAFF TRAINING

In-house courses on dealing with violence and aggression are available. Volunteers can request training as necessary via their manager.