



GUIDELINES FOR VOLUNTEERS

WORKING AT LISTER STEPS

Thank you for applying to volunteer to work at Lister Steps. If your application is successful we hope your time spent with us is enjoyable and that you gain some valuable experience of working in a heritage role within the community.

As a registered charity we do not usually receive external funding and rely on childcare fees alone to keep our services running. The Heritage Lottery Fund have provided their support to undertake a development phase for the Lister Steps Carnegie Community Hub project. Your work as a volunteer within this project is a great help to us and much appreciated.

All volunteers will receive a full induction and training relevant to the role.

Detailed below are a few points you need to know when you start your voluntary work with us. Although the Lister Steps Carnegie Community Hub volunteer roles do not require you to work with our children and young people, you must still be aware of our rules and guidance.

SAFEGUARDING

Lister Steps is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

FIRE PROCEDURES/EXITS

All services/ rooms have their own procedures for fire drills and alarms. The Heritage Development Officer or Volunteer Co-ordinator will explain this to you during your induction.

HEALTH & SAFETY

First aid boxes are kept in the after school office and also in the nursery nappy change room. The majority of our staff are first aid trained. You will be made aware of who our first aiders are during your induction.

CONFIDENTIALITY

Respecting confidentiality is very important within an organisation like us. Anything you hear being discussed by staff, parents or children should not be discussed with other

people. Any incidents or cause for concern should be discussed with the Heritage Development Officer immediately.

SMOKING

It is against the law to smoke on the premises.

DRESS CODE

As you will be based within Lister Steps and working within the community, sensible clothing is required. Low cut tops that do not cover the torso area adequately are not allowed, this also applies to shorts and skirts; they must be of adequate length e.g. knee length.

BREAKS & DINNER

Volunteers are able to take breaks.

VERBAL COMMUNICATION WITH THE CHILDREN

When talking to children it is important to be aware of the language we use to communicate with them. Avoid using words such as naughty or stupid, or any words that may make the child feel unhappy in anyway. Swear words, even in mild form, are not to be used.

MOBILE PHONES

Mobile phones must be turned off or on silent mode and must not be used within Lister Steps unless in designated areas during breaks.

LISTER STEPS CARNEGIE COMMUNITY HUB

We welcome all applications to volunteer on the project and we are positive that we can match volunteers with roles that suit your experience and skills. If your application is successful, we will invite you to Lister Steps to discuss your expectations and interests so that we can match you to a suitable role.

We expect volunteers to positively promote the Lister Steps Carnegie Community Hub and Lister Steps and treat the community with respect.