



# THE PHOENIX PROJECT IOW

## Volunteer Handbook

# *Welcome to The Phoenix Project (IOW) Volunteer Handbook*

## **Introduction**

Thank you for giving your time to volunteer at the Phoenix Project IOW. Our aim in producing this document was to create a one-stop information point where you would be able to access all the information you are likely to need in relation to your Volunteering with us.

This booklet gives important and useful information to help support you. We want your time with us to be a rewarding and enjoyable experience because we really value your help. Please ask if anything is unclear or you want to know more. If you have any suggestions on how we can improve the work of The Phoenix Project IOW please tell us. Volunteers like you help us to make a positive difference, and be caring and effective in everything we do.

I hope you find this a useful guide during your Volunteering with us. However if you are unable to find the answer to your question here, please feel free to speak to a member of the Phoenix Project team who will be happy to help you.

Signed: \_\_\_\_\_

Chief Executive





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## About The Phoenix Project IOW

The Phoenix Project is a specialist day service for adults with learning disabilities, which operates from the Phoenix Centre based in Haylands. Wood 'n' Things the Phoenix Projects specialist woodwork unit is based on the Riverway industrial estate.

The Phoenix Project provides a service for 90 individuals, including those with profound and multiple disabilities, physical disabilities and autism.

The Phoenix project is a very friendly, lively and sociable place, where people are able to meet up with their friends and participate in a wide range of interests both in house and in the community. These activities include Aerobics, Aromatherapy and Massage, Walking, Bowling, Gardening, Woodwork, Sensory & Relaxation, Hydrotherapy, Personal Presentation, Choir, Music, Singing and Drumming, Physiotherapy, Arts & Craft, Swimming, Computers, Magazine group, Cooking and Yoga.



## The History of The Phoenix Project IOW

The Isle of Wight PCT had been providing well regarded day services under contract from the Local Authority for many years but with the move to personal budgets was given notice with the contract ending in May 2011.

Service users and carers were very upset at the prospect of losing a service that was valued by everyone who used it. Through discussion with service users, carers and other professionals the idea to form a social enterprise was established.

By the hard work of the staff and a project group set up by the NHS, the Phoenix Project was created and, on the 1st June 2011, marked by a day's celebration, the Phoenix Project IOW went live.

In 2019 the Phoenix Project opened its first satellite unit Wood 'n' Things, a specially adapted woodwork unit based in Newport. Wood 'n' Things offers individuals the chance to learn and develop new skills, work with others and be part of the local community.



## Our Mission

Our aim is to provide a service where individuals with learning disabilities can spend time actively engaged in a variety of meaningful activities. The Phoenix Project is a Person Centred Service working to ensure that what we are offering our customers is tailored to their individual needs.

We believe that the individuals, who attend the Phoenix Project, have a right to:

- Respect
- Have the opportunity to be full members of society
- To be as independent as they are able.
- Privacy and dignity
- Choice
- The opportunity to develop new skills.
- Friendship.
- Be listened to.
- Have influence on the service they attend.

## Volunteering at The Phoenix Project

### What you can expect from us

As a volunteer at The Phoenix Project IOW you are an important person to us.

We want to help you get the most out of your voluntary work by:

- Making you feel part of the organisation
- Being treated equally and without discrimination.
- Receiving respect and consideration at all times.
- Having the opportunity to influence the development of our work
- Giving you opportunity to regularly meet with a designated supervisor to discuss any issues.
- Giving you training.
- Giving you a job description which will give clear guidelines of what you are expected to do.
- Giving you advice and information on how to do your work.
- Letting you know your contribution is valued.
- Fulfilling legal and other requirements.
- Covering you by proper insurance.
- Giving you a safe and healthy place of work.
- Consulting you about change and asking your point of view.



### What we will expect from you

The organisation expects volunteers to:

- Know and keep the rules
- Be honest.
- Carry out tasks in a way that reflect the aims and values of the organisation.
- Respect the work of the organisation and do not bring it into disrepute.
- Being reliable, so if you have to change your plans, fall ill or cannot turn up on time, you must let us know in good time.
- Adhere to Phoenix Project (IOW) Policy and Procedures
- Respect Confidentiality

## Health and Safety

The Phoenix Project (IOW) recognises and accepts its responsibility as an employer to maintain, so far as is reasonably practicable, the safety and health of its employees, and of other persons who may be affected by its' activities.

It is your duty as a volunteer not to put at risk either yourself or others by your acts or omissions. You should also ensure that you are familiar with the Company health and safety arrangements. Should you feel concern over any health and safety aspects of your work, this should be brought to the attention of the manager immediately.

In the event of having an accident at the Phoenix Project, the Accident Book is located in the manager's office. If you injure yourself, you must report and record any accident involving personal injury. Any accident or near miss occurrence (i.e. no one was injured but the incident had the potential to injure or kill) at work should be reported immediately to a senior member of staff.

If you suffer an injury whilst volunteering at the Phoenix Project which results in you not being able to undertake your volunteering duties, for three days or more (including weekends, rest days or holidays) it is important that you inform the Centre manager, as the Health and Safety Executive also need to be informed by the Company.



## Safeguarding Vulnerable Adults Procedure

Everybody has the right to be safe no matter who they are or what their circumstances. Safeguarding is about protecting everyone from harm, abuse or neglect. This includes the service users we work with, staff and volunteers. We are all responsible for the safety of children, young people and vulnerable adults and we must ensure that we are doing all we can to protect the most vulnerable members of our society.

The Phoenix Project IOW has adopted the Safeguarding Vulnerable Adults Multi-Agency Policy – Southampton, Hampshire, Isle of Wight and Portsmouth – December 2016

The following six key principles underpin all adult safeguarding work:

1. **Empowerment:** people being supported and encouraged to make their own decisions and give informed consent
2. **Prevention:** it is better to take action before harm occurs
3. **Proportionality:** the least intrusive response appropriate to the risk presented
4. **Protection:** support and representation for those in greatest need
5. **Partnership:** local solutions through services working with their communities – communities have a part to play in preventing, detecting and reporting neglect and abuse
6. **Accountability:** accountability and transparency in safeguarding practice

In the event that you either witness abuse or are informed about abuse or suspect abuse you must:

- Ensure that the service user is safe from further harm.
- Report it immediately to the manager or a senior member of staff.
- You will be supported to record fully what you have witnessed and what you have been told.
- The manager will contact the safeguarding team to report the incident.
- You can report safeguarding concerns directly on 01983 814980.



### First Aid

The Phoenix Project has trained first aiders these are: Sam, Mandy, Joni, Barbara, Jo Tracey Rob & Robbi

First aid boxes are located in:

- ◆ Main Entrance.
- ◆ Dining Room.
- ◆ Allotment
- ◆ Wood n Things
- ◆ Kitchen
- ◆ On all Phoenix Project vehicles

All staff are trained in Adult Basic Life Support. The emergency first aid bag and external automated defibrillator are located in the admin office.

## Fire Procedures

In the event of fire being discovered, the nearest fire alarm call point is to be activated.

When the fire alarm sounds please leave the building by the nearest exit these are located in

- Main Entrance.
- Sensory Room
- Kitchen.
- End of Corridor.
- Dining Room.
- Conservatory.

Please proceed to the Assembly Point. This is in the front car park up against the hedge, making sure not to block the road down to the Centre, where the roll call will be taken.

Do not stop to collect personal items.



## Dress Code

Whilst the dress code at the Phoenix Project is casual Volunteers need to be aware that some types of attire are not acceptable.

- Clothing with offensive slogans, designs, or writing on them cannot be worn.
- Cropped, low cut, transparent or unnecessarily revealing tops are not to be worn to work.
- Miniskirts, hot pants & very tight clothing are not to be worn.
- Ripped, stained or dirty clothes are not acceptable.

Volunteers must ensure that their footwear is safe and practical for the activity they are participating in. Volunteers must wear enclosed shoes at all times when working in the garden area or Workshop.

The Phoenix Project will provide personal protective equipment for those activities that require it.



### Support, Training and Induction

The Phoenix Project will provide you with a named member of staff. This person will provide supervision, and will be your contact person should you have any issues or concerns whilst volunteering.

We will ensure that you have an induction when you start, so you are aware of the Phoenix Project procedures. You will have regular meetings with your appointed supervisor, where you will be able to discuss your volunteer activities, any areas of concern, identify relevant training opportunities, as well as discuss any changes or additions to your agreed tasks. If at any time you feel you do not want to undertake any new tasks as they are unrealistic or beyond the scope of the role you agreed to undertake, please discuss this with your supervisor.

If you have any urgent issues you would like to discuss, please do not wait for your supervision, you can talk to your supervisor or a member of the management team at any time.

### Valuing Diversity

The Phoenix Project (IOW) is committed to valuing diversity.

We believe that people from different backgrounds can bring fresh ideas, thinking and approaches which make the way work is undertaken more effective and efficient.

The Company will not tolerate direct or indirect discrimination against any person on grounds of age, disability, gender / gender reassignment, marriage / civil partnership, pregnancy / maternity, race, religion or belief, sex, or sexual orientation.

It is also the responsibility of all volunteers in their daily actions, decisions and behaviour to endeavour to promote these concepts, to comply with all relevant legislation and to ensure that they do not discriminate against colleagues, customers, suppliers or any other person associated with the Company.

## Complaints

Whilst we hope that you enjoy your volunteering at the Phoenix Project, we aim to identify and solve problems at the earliest possible stage. It is extremely important for you to make Phoenix Project staff aware of any problems you may be having so that we can work together to rectify the situation.

Never feel that you have to stop volunteering when you don't really want to just because of some difficulties you are experiencing.

However if you do have any problems or complaints and they haven't been resolved please try first to talk to your supervisor and/or The Centre manager.

If this does not prove suitable then please speak to one of the Phoenix Project Trustees.



## Expenses

As a Phoenix Project volunteer, you may claim for 'out-of-pocket' expenses incurred whilst carrying out your voluntary role.

Expenses must be agreed with the centre manager in advance and receipts must be provided. All expenses are paid by BACs. For assistance or further information on how to claim, please speak to your supervisor.

## Leaving the Phoenix Project

### Resigning

You may voluntarily leave your position at any time. Where possible we would like you to provide written notice of intention to resign two weeks prior to the date of separation.

### Disciplinary Procedure

Whilst the Phoenix Project is committed to creating an environment where all volunteers are able to perform to their best ability and achieve job satisfaction. We also recognise that there will be occasions when disciplinary and/or performance problems arise.

The purpose of the progressive workplace disciplinary policy is to define the procedures for correcting volunteer misconduct in a progressive manner, to help the volunteer meet the expectations of the job

### Goals

- To encourage all volunteers to perform their jobs in a competent and committed manner.
- To reduce the incidence of disciplinary problems by providing clear expectations of general job performance.
- To increase volunteer sense of security by ensuring that discipline will be applied only for cause according to accepted practices and within the limitations of the law.
- To protect volunteers from the other safe actions of their co-workers that might put them in physical or emotional jeopardy.
- To assure all volunteers that basic disciplinary procedure will be applied uniformly.

### Disciplinary process

The sequence of actions under the progressive disciplinary procedures is as follows:

- Informal meeting and all the warnings, documented in the volunteers records.
- Written notices of deficiencies in the volunteer's record.
- Formal meetings documented by written records.
- Written notice of termination of volunteer work.

## Staff Structure:

### *Trustees:*

- Rob Ellis
- Dave Ives
- Bob Marks
- Mandy Sellers
- Janet Newton - Chair
- Gordon Kendall

*Chief Executive:* Sam Whittingham

*Centre Manager:* Mandy Staniforth

### *Senior Support Workers:*

- Barbara Bennett
- Joni Simpson
- Tracey Harris

*Person Centred Co-Ordinator:* Sally Cochran

*Finance:* Becky Wilson

*Fund Raising:* Louise Smith

**For the up to date staff team, please see the picture board in the front entrance.**

## Getting in touch:

Phone: 01983 810172

Email: [enquiries@phoenixprojectiow.org](mailto:enquiries@phoenixprojectiow.org)

Website: [www.phoenixprojectiow.org](http://www.phoenixprojectiow.org)

Facebook: The Phoenix Project (IOW)

## Appendix



THE PHOENIX  
PROJECT IOW

### Induction

| Name |   |  |
|------|---|--|
| 1.   | Phoenix Project policies read                                 |  |
| 2.   | In-house fire procedure explained.                            |  |
| 4.   | Incident /accident reporting procedure.                       |  |
| 5.   | Safeguarding Vulnerable Adults procedure.                     |  |
| 6.   | Reporting concerns or issues.                                 |  |
| 7.   | Confidentiality.  |  |
| 8.   | Violence and aggression                                       |  |
| 9.   | Complaints – Customer and Staff                               |  |
| 10.  | Staffing structure. Staff roles.                              |  |
| 11.  | Mobile phone policy   |  |
| 12.  | Smoking policy  |  |
| 13.  | Dress Code  |  |
| 14.  | Personal safety   |  |
| 15.  | Safety of valuables/vehicles                                  |  |
| 16.  | Reporting of:<br>Sickness<br>Annual leave<br>Absence          |  |
| 17.  | Timesheets  |  |
| 18.  | Supervision/Appraisal/Staff meetings.                         |  |
| 19.  | Dignity and Respect/ Age appropriateness/ addressing clients. |  |
| 20.  | Customer service.   |  |
| 21.  | Trustee Board.  |  |
| 22.  | Service User Board/ Service user involvement.                 |  |
| 23.  | Cleaning.   |  |
| 24.  | Waste segregation arrangements.                               |  |
| 25.  | Transport.  |  |
| 26.  | Minibus guidelines & vehicle information (if applicable)      |  |
| 28.  | Daily Cover   |  |
| 29.  | Timetable   |  |

Signed \_\_\_\_\_

Date \_\_\_\_\_



## Volunteer/Trustee Expenses Claim form

Name \_\_\_\_\_.

Month Ending \_\_\_\_\_.

| Date         | Journey From | Journey To | Mileage | Bus Fare or Car Park Fees |   | Other Expenses |   | Notes |
|--------------|--------------|------------|---------|---------------------------|---|----------------|---|-------|
|              |              |            |         | £                         | p | £              | p |       |
|              |              |            |         | .                         |   | .              |   |       |
|              |              |            |         | .                         |   | .              |   |       |
|              |              |            |         | .                         |   | .              |   |       |
|              |              |            |         | .                         |   | .              |   |       |
|              |              |            |         | .                         |   | .              |   |       |
|              |              |            |         | .                         |   | .              |   |       |
|              |              |            |         | .                         |   | .              |   |       |
|              |              |            |         | .                         |   | .              |   |       |
|              |              |            |         | .                         |   | .              |   |       |
| <b>Total</b> |              |            |         | .                         |   | .              |   |       |

All expenses are paid by BACs and receipts must be provided. Mileage is paid at 45p per mile.

Sign \_\_\_\_\_

Authorisation \_\_\_\_\_