



# Volunteer Induction Pack

This document belongs to:



Little Hiccups, c/o The Barrowbys, 170 Barrowby Lane, Garforth, Leeds, LS25 1NG  
Tel: **07831 230741** Email: [info@littlehiccups.co.uk](mailto:info@littlehiccups.co.uk) Web: [www.littlehiccups.co.uk](http://www.littlehiccups.co.uk)  
Registered Charity No: 1170147 Company Limited by Guarantee No: 9692276

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## **Welcome to Little Hiccups**

Little Hiccups is a Leeds based support group that has been set up by parents who have children with additional needs.

Through personal experience they recognise the importance of allowing the parents and families of a child with a disability the opportunity to meet people in similar situations, to make friends and support each other.

Thank you for showing an interest in volunteering for Little Hiccups. The committee values your support and welcomes you to Little Hiccups

Little Hiccups promotes volunteering opportunities. We recognise that there are situations in which help from volunteers can make a significant and appropriate contribution to the work and service objectives of our organisation.

Volunteers can be described as people who put their experience, knowledge and skills at the disposal of an organisation, free of charge, with the primary aim of helping the organisation to achieve its service objectives and/or with the aim of bringing benefit to the local community. Volunteers will be officially accepted and welcomed into the Charity.

## Volunteer Placement Options

Volunteer opportunities at Little Hiccups are currently supporting Stay n' Play sessions, Family Fun Days or Hydrotherapy sessions.

The descriptions of each are below. The potential volunteer should express which role(s) they are interested in pursuing.

**At any of the above, at no time should you be left unsupervised with a child.  
Children remain the responsibility of the parent/carer at all times.**

## Stay n Play / Family Fun Days

*Volunteers will report to the Little Hiccups Committee running the sessions.*

*Stay n' Play hours are currently Thursdays held at Leeds Mencap 1.00pm-2.30pm*

*Family Fun Days are held approximately once a month, either on a weekend or during school holidays. Times will vary depending on the event type.*

### Role Description

- Setting/clearing up sessions for either Soft Play or Sensory Room, ensuring that all the equipment is safe to use.
- Meeting and greeting families
- Providing support, *if requested*, to parents/carers in cases of overstimulation. Only to be carried out as a last resort and by appropriately trained volunteers.
- Ensuring that all the Safety Guidelines of the rooms and venues are followed.
- Providing refreshments to attendees.

### Person Specification

- An interest in the needs and welfare of children with additional needs.
- The ability to relate to and engage with families
- An understanding of the issues facing families who have a child with additional needs
- A commitment to equal opportunities and a non-judgemental approach
- Effective listening and communication skills
- Reliability and punctuality

## Hydrotherapy Sessions

*Volunteers will report to Physiotherapists running the sessions*

*Hydrotherapy sessions run on a Saturday 2.00pm - 3.30pm. Times may vary but you will be notified in advance of any changes.*

## **Role Description**

- Providing in-water support to Physiotherapists and families as directed by Physiotherapists.
- Ensuring that all the Safety Guidelines of the Hydrotherapy room are followed.

## **Person Specification**

- An interest in the needs and welfare of children with additional needs.
- The ability to relate to and engage with families
- An understanding of the issues facing families who have a child with additional needs
- A commitment to equal opportunities and a non-judgemental approach
- Effective listening and communication skills
- Reliability and punctuality

## **Other**

*Volunteers will report to Miriam Watson-Pratt.*

*Can you volunteer in another way? We appreciate any help at all. Are you an IT whizz? A star at writing a piece for the newspaper? Can you create videos? Are you a graphic designer? Do you bake cakes for a living? Can you play a musical instrument to entrance our children?*

## Terms and Conditions

Little Hiccups expects volunteers to:

- Be clear about the number of hours per week they wish to work
- Agree times of volunteering with Little Hiccups representatives and arrive on time and be reliable.
- Inform relevant Little Hiccups representative member of staff if going to be late or absent
- Attend supervision and training events when required
- To agree to apply for a DBS check
- Follow the procedures and policies of the organisation
- Treat staff members, other volunteers and service users with respect
- Help the organisation to work towards its aims and objectives
- Perform agreed duties
- Report any accidents and incidents to a member of staff
- Respect confidentiality. Recognise that when at an event in a volunteering capacity that you are operating within the boundaries of the role and not as a friend or carer
- Consult the appropriate person if in need of help or guidance
- To claim for their out-of-pocket expenses. If attending specifically to support Little Hiccups (i.e. no children attending the Stay n' Play or Family Fun Days) then expenses for travel to and from Stay n' Play and Family Fun Days will be refunded. The amount of money reimbursed for mileage is based on the Authorised Mileage Rates as allowed by the Inland Revenue. Details can be found on: <https://www.gov.uk/government/publications/rates-and-allowances-travel-mileage-and-fuel-allowances>
- Volunteers who receive benefits should talk to their local social security office before they begin volunteering to find out exactly what impact volunteering will have on their benefits as each individual case will be different. Volunteers should have the necessary information to do this and ensure they have written documentation from the organisation to back up what they are saying
- Volunteers are covered through Little Hiccups' Employee Liability insurance.
- Volunteers are required to read the following Policies, which can be found on the Little Hiccups website:
  - Child Protection Policy and Procedures
  - Safeguarding Policy
  - Data Protection Policy and Procedures
  - Mobile Phone / Camera Policy
  - Toy Cleaning Policy
  - Social Media Policy
  - Equality and Diversity Policy
  - Health & Safety Policy
  - Discipline & Grievance Policy
  - Confidentiality Policies

# Volunteer Application Form

Any information given on this form is confidential and covered by the Data Protection Act 1998

Date Enquired:

Personal Information	
Name	Preferred Title
Tel. No.	Email
Address:	
Post Code:	
Emergency Contact Information	
Name	Preferred Title
Tel. No.	Relation
Address:	
Post Code:	
Any additional needs that we may need to know about? And information on how we can support you.	
Projects which interest you (please tick)	
Stay n' Play	<input type="checkbox"/>
Family Fun Days	<input type="checkbox"/>
Hydrotherapy	<input type="checkbox"/>

Other (Please give details here)	
----------------------------------	--

<b>Your skills and reasons for applying with Little Hiccups</b>	
Experience as a Volunteer	
Work Experience	
Courses or Training (if relevant)	
Hobbies and Interests	
Where did you hear about volunteering for Little Hiccups?	
Why would you like to be a volunteer with Little Hiccups?	



References	
Please give two <b>independent</b> referees who would be willing to supply a character reference (these must <u>not</u> be family members)	
Name	Name
Address	Address
Tel. no.	Tel. no.
Email:	Email:
Occupation:	Occupation:
In what capacity do you know this person:	In what capacity do you know this person:

Thank you for your interest. Please note that we do normally need two satisfactory references before you can start as a volunteer and we cannot always guarantee a suitable role. Some volunteering jobs will be subject to a satisfactory DBS police check.

**CONFIDENTIAL**

**Recruitment of Ex-Offenders** – Many Little Hiccups’ volunteering opportunities will involve direct contact with potentially vulnerable young people. As such, applications to volunteer are exempt from the Rehabilitation of Offenders Act 1974.

This means that potential volunteers are required to declare their entire criminal record, including cautions, reprimands, final warnings and criminal convictions categorised as ‘spend’ under the above legislation.

Please complete and sign this section. The information provided will be kept confidential.

It will only be disclosed to the specific Little Hiccups Committee if/when they are considering you for specific volunteering opportunities (where you may come into contact with potentially vulnerable children).

Have you ever been convicted at a Court or Cautioned by the Police for any offence?

Yes/No (Delete as appropriate).

If Yes, please give details, including date(s) and nature of offence(s).

.....  
.....

I declare the above information is correct

Full Name: .....

Signature: ..... Date: .....

## Sex, Ethnic and Disability Monitoring

You are invited to tick the relevant boxes below to enable Little Hiccups to monitor its Equal Opportunity policy. Monitoring is recommended by the codes of practice for the elimination of racial discrimination and for the elimination of discrimination on the grounds of sex, marital status and disability. This information is used for no other purpose and will be treated as confidential.

<b>Sex</b>	
Male	<input type="checkbox"/>
Female	<input type="checkbox"/>
Other (Please specify)	<input type="checkbox"/>
Prefer not to say	<input type="checkbox"/>

<b>Ethnic Group</b>	
White	<input type="checkbox"/>
Black-Caribbean	<input type="checkbox"/>
Black-African	<input type="checkbox"/>
Black – Other	<input type="checkbox"/>
Indian	<input type="checkbox"/>
Pakistani	<input type="checkbox"/>
Bangladeshi	<input type="checkbox"/>
Chinese	<input type="checkbox"/>
Other (please specify)	<input type="checkbox"/>
Prefer not to say	<input type="checkbox"/>

<b>Are you disabled?</b>	
Yes	<input type="checkbox"/>
No	<input type="checkbox"/>
<b>Please let us know how we can support you</b>	

# Volunteer Agreement

Little Hiccups agrees to:

- Provide a volunteer induction and to provide basic training where this is required for the volunteer role.
- Provide opportunities for further training and workshops to enhance skills and knowledge.
- Provide regular support to the volunteers from a named member of staff.
- Provide an opportunity to meet other volunteers where possible.
- Conduct regular reviews with the volunteer.
- Ensure volunteers are adequately insured while carrying out their duties.
- Reimburse the cost of basic travelling expenses and other out-of-pocket expenses as detailed in the Volunteer Policy.
- Provide information about organisational practice and procedures relating to the volunteer's role
- Volunteers will have access to Little Hiccups complaints procedure.
- Provide references for volunteers if this is deemed appropriate and after consultation and discussion with staff and volunteers.
- Adhere to our Equal Opportunities Policy when dealing with volunteers.

The Volunteer agrees to:

- Undertake the volunteer induction and complete any training deemed necessary to the volunteer role.
- Participate in regular individual support sessions with their supervisor either face to face, by email or on the phone.
- Attend volunteer support group meetings, where appropriate.
- All areas of confidentiality must be adhered to at all times. At no time whilst volunteering for Little Hiccups and after your volunteering duties stop are you to divulge any family details.
- Observe and adhere to Little Hiccups policies and codes of practice.
- Keep Little Hiccups informed of any changes to your circumstances.
- Provide accurate records of any out of pocket expenses incurred and retain any receipts.

- Provide notice of intention to cease volunteering with Little Hiccups.
- Adhere to our equal opportunities policy.

This agreement sets out Little Hiccups' commitment to the above volunteer and the expectations we have of our volunteers. By drawing up this agreement there is no intention to create a contract between the above volunteer and Little Hiccups.

Signed (Little Hiccups Representative):

Signed (Volunteer):

Date:

Date:

## Induction Checklist

Details	Date	Your Initials	Hiccups Representative Initials
Positions of fire exits, extinguishers, alarm systems fire evacuation procedure			
Contact details / Supervision details given			
Visitors Sign in Sheet			
First Aid kit / Accident Book / Designated First Aider			
Smoking regulations			
Site rules and guidelines (Soft Play / Sensory Room / Hydrotherapy)			
Compliments, concerns and complaints			
Relevant Policies Read			
Expenses Sheet			

This is to confirm that (print volunteer's name) \_\_\_\_\_

Has read and agrees that they will follow Little Hiccups' Policies and Procedures and if at any point, they require further explanation or clarification they will speak to a Little Hiccups Committee member.

Signature (Little Hiccups Representative) \_\_\_\_\_

Name (Print) : \_\_\_\_\_

Date: \_\_\_\_\_

Signature (Volunteer): \_\_\_\_\_

Name (Print): \_\_\_\_\_

Date: \_\_\_\_\_

## Volunteer Shirt Order Form

Volunteers wear grey with the Little Hiccups logo and website address on. Little Hiccups will provide one Polo Shirt and one Hoodie item free of charge but any extra or damaged (other than normal wear and tear) items will have to be paid for. The items remain the property of Little Hiccups and should you leave your volunteering position, would need to be returned.

Please specify your items and size requirements below:



### VOLUNTEER POLO SHIRTS



SIZE	QUANTITY REQUIRED
XS (36-38" CHEST)	
S (38-40" CHEST)	
M (40-42" CHEST)	
L (42-44" CHEST)	
XL (44-46" CHEST)	
2XL (46-48" CHEST)	
3XL (50-52" CHEST)	
4XL (52-54" CHEST)	
5XL (54-56" CHEST)	



**Uneck UC101 Men's Classic Polo Shirt - £12.50 +VAT**

Including Little Hiccups logo embroidery left breast with "Volunteer" under logo & website embroidered large on rear





### VOLUNTEER LADIES POLOS



SIZE	QUANTITY REQUIRED
XS (LADIES SIZE 8)	
S (LADIES SIZE 10)	
M (LADIES SIZE 12)	
L (LADIES SIZE 14)	
XL (LADIES SIZE 16)	
2XL (LADIES SIZE 18)	
3XL (LADIES SIZE 20)	
4XL (LADIES SIZE 22)	



### UnEEK UC106 Ladies Classic Polo Shirt - £12.50 +VAT

Including Little Hiccups logo embroidery left breast with "Volunteer" under logo & website embroidered large on rear



### VOLUNTEER UNISEX COOL POLOS



SIZE	QUANTITY REQUIRED
S (37-39" CHEST)	
M (39-41" CHEST)	
L (41-43" CHEST)	
XL (43-45" CHEST)	
2XL (45-48" CHEST)	
3XL (48-50" CHEST)	
4XL (51-53" CHEST)	
5XL (54-56" CHEST)	



### JC040 AWDIs Men's Cool Wicking Summer Polo Shirt - £15.00 +VAT

Including Little Hiccups logo embroidery left breast with name under logo & website embroidered large on rear



**VOLUNTEER  
LADIES  
COOL POLOS**



SIZE	QUANTITY REQUIRED
XS (LADIES SIZE 8)	
S (LADIES SIZE 10)	
M (LADIES SIZE 12)	
L (LADIES SIZE 14)	
XL (LADIES SIZE 16)	
2XL (LADIES SIZE 18)	



**JC045 AWDIs Cool Girlie Wicking Summer Polo Shirt - £15.00 +VAT**

Including Little Hiccups logo embroidery left breast with name under logo & website embroidered large on rear



**VOLUNTEER  
HOODIES**



SIZE	QUANTITY REQUIRED
XS (36-38" CHEST)	
S (38-40" CHEST)	
M (40-42" CHEST)	
L (42-44" CHEST)	
XL (44-46" CHEST)	
2XL (46-48" CHEST)	
3XL (50-52" CHEST)	
4XL (52-54" CHEST)	



**Uneek UC502 Classic Hooded Sweatshirt - £18.50 +VAT**

Including Little Hiccups logo embroidery left breast with name under logo & website embroidered large on rear



## VOLUNTEER ZIP HOODIES



SIZE	QUANTITY REQUIRED
XS (36-38" CHEST)	
S (38-40" CHEST)	
M (40-42" CHEST)	
L (42-44" CHEST)	
XL (44-46" CHEST)	
2XL (46-48" CHEST)	
3XL (50-52" CHEST)	



### Uneck UC504 Classic Full Zip Hooded Sweatshirt - £20.50 +VAT

Including Little Hiccups logo embroidery left breast with name under logo & website embroidered large on rear