

VOLUNTEER INFORMATION PACK

Contact Details

Head Office:

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West Sussex
RH16 3PH

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Email: info@actionfordeafness.org.uk

Worthing Resource Centre:

Address: 55 - 57 Rowlands Road
Worthing
West Sussex
BN11 3JN

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Email: info@actionfordeafness.org.uk

Website: www.actionfordeafness.org.uk

Welcome

Action for Deafness (AFD) is a long established independent organisation working throughout West Sussex. AFD provides advice, support, information and services to Deaf and hard of hearing people and their families and friends.

AFD's core funding comes from WSCC and it has a contract with NHS West Sussex for the provision of adult rehabilitation audiology for the over 50s. Other funding comes from additional grants, fundraising and donations.

Volunteers are an important part of the organisation and help AFD with the provision of exemplary services to its client base.

It is important that volunteers both enjoy the work that they do and feel confident in their role. AFD has a comprehensive training programme which all volunteers are obliged to attend. Continuing support is available from our Volunteer Service Co-ordinator by telephone, by email or in person. Regular volunteer meetings are arranged.

Volunteering should always benefit both parties. The volunteer provides freely of their time and efforts thereby supporting the organisation and the volunteer should feel rewarded by the response of the clients, by acquiring additional knowledge and skills and sometimes by an increase in confidence.

The Trustees, CEO and members of staff are committed to ensuring that volunteers get the most out of volunteering.



Housekeeping

1. Training

It is the Organisation's policy to ensure that all Volunteers receive the support and training that they need to ensure that they are able to carry out their voluntary work. Due to the nature of the work of AFD training is ongoing. In some circumstances this training will take the form of group training. Sometimes one to one support is necessary particularly in the early stages of training. Should the Volunteer feel they require additional support they should discuss this with the service co-ordinator. Regular volunteers' meetings are arranged.

2. Expenses

All out of pocket expenses should be claimed on the relevant form which is available from the service co-ordinator. Expenses should be claimed monthly and forms submitted at the end of each calendar month. Mileage is chargeable at 40p per mile. Please obtain receipts wherever possible.

3. Insurances

AFD has comprehensive insurance policies to cover the activities of volunteers. The service co-ordinator arranges all volunteer activities and volunteers should not work on behalf of AFD without informing the service co-ordinator. AFD do not provide transport for clients and do not provide insurance for volunteers to transport clients in their cars.

4. Confidentiality

Volunteers are respected members of our team and sometimes have access to personal client information. It is, therefore, essential that volunteers attend our Information Governance training. Volunteers should never discuss any client information with anyone outside the Organisation.

5. Equal Opportunities

Action for Deafness is an Equal Opportunities Employer



What is the Role of the Volunteer?

- **To advise, provide information or signpost**
Give advice about hearing loss and information about assistive listening devices.
To signpost service users to other relevant organisations
- **To be an ambassador for AFD**
Raise awareness of our services.
- **Educate others**
Promote Deaf Awareness wherever possible or necessary.
- **Recruit other volunteers**
Encourage others to volunteer.
- **Tell us what is happening out there**
Give us feedback from your visits and clients so that we can ensure the delivery of the correct services.

Activities for the Volunteer

- **Advice and signposting**
- **Demonstrate assistive listening devices**
- **Arrange Home Visits in conjunction with the service co-ordinator**
- **Help with Hearing Aid Maintenance Clinics**
- **Assist at exhibitions**
- **Assist with Deaf Awareness training**
- **Fundraising**
- **Deliver publicity material and newsletters**
- **Ad hoc activities**

Application for volunteer post

Surname:	First name(s)
Home address:	Date of birth: Home tel: Work tel: E-mail:

Please state where you saw this vacancy advertised or how you discovered Action for Deafness was recruiting volunteers:

Have you ever been convicted of a criminal offence? **Yes/No**
 If yes, please give full details on a separate sheet. You need not include convictions that are 'spent' under the Rehabilitation of Offenders Act 1974. **A past conviction will not necessarily be a bar to being offered a voluntary role within the organisation. A copy of the Ex-offenders Code of Practice will be made available if requested.**

An application will be made to the Criminal Records Bureau (CRB) for an Enhanced Disclosure for any successful candidate before training.

Date that you moved into your present address:
(This information is required for the CRB disclosure.)

Please give the names, addresses and status of two referees

Name:	Name:
Address:	Address:
.....
.....
Tel. No.....	Tel. No.....
Status	Status

This application will be treated in the strictest confidence. Action for Deafness reserves the right to verify claims made in this application.

I certify that the contents of this application are, to the best of my knowledge and belief, a true statement. Any false statement or withholding of relevant information may result in dismissal or the withdrawal of an offer of appointment.

Signature of applicant **Date**

Please send your completed application to:
Action for Deafness
5a Hazelgrove Road
Haywards Heath West Sussex
RH16 3PH