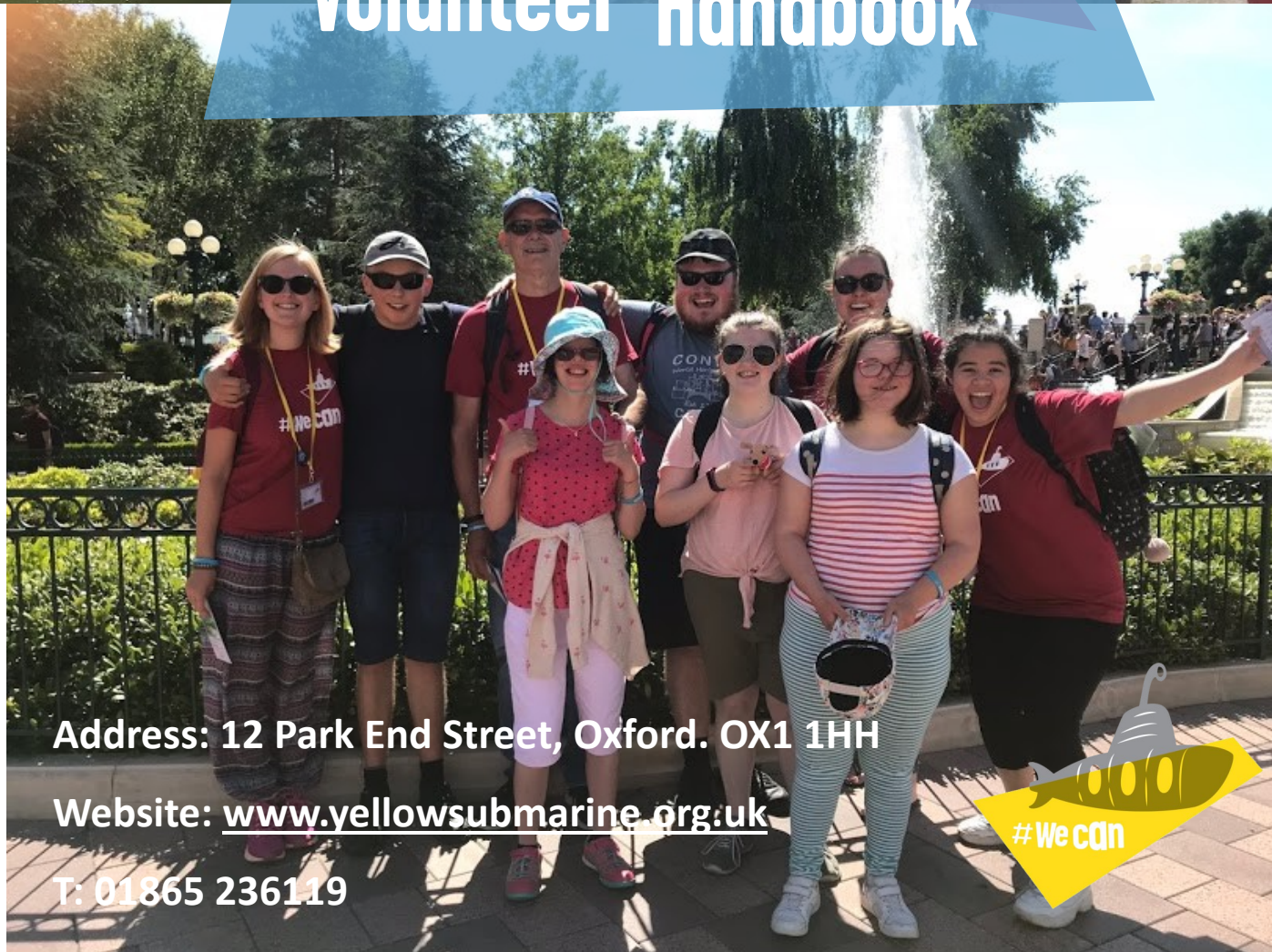




Yellow Submarine Volunteer Handbook



Address: 12 Park End Street, Oxford. OX1 1HH

Website: www.yellowsubmarine.org.uk

T: 01865 236119



At the start of a session...

Please **arrive promptly** for sessions: Activity Managers give a briefing before the session, to let you know the session plan and where your support is most needed.

Please **bring your phone** to the session with the Activity Manager's number saved. Except to communicate with the Activity Manager, **phones should only be used in an emergency** unless previously arranged.

As a volunteer, it is NOT your responsibility to...

- ∅ **Discipline members:** if behavioural issues arise, please alert the Activity Manager as soon as possible. You may remind members of appropriate behaviour, but your main role is to prevent others from being affected.
- ∅ **Provide personal care:** unless Yellow Submarine has trained you in this area, please pass this to the Activity Manager.
- ∅ **Taking photos:** except on an Activity Manager's device.
- ∅ **Sign members in / out:** the Activity Manager knows members and their parents and is the only one who should tell a member they can go home.
- ∅ **Handing over to parents/carers:** if you think something is important to tell a parent/carer, tell the Activity Manager and they will do so.

Offering great support during sessions...

- ✓ Please **actively support** members to engage: participating yourself, offering encouragement, or helping adapt activities. We encourage volunteers to use their initiative, and be playful, creative, and innovative, while setting a good example.
- ✓ We run our sessions on a ratio of at least 1 staff/volunteer to every **3 young people** or **5 adult members**. These ratios can help you judge where you're most needed: volunteers should work together so all members are supported at all times. If you do not yet have a DBS Check, please ensure you are not alone with members.
- ✓ You may be allocated specific members to support: it is essential you are **aware of their whereabouts** at all times. If you do not feel confident in your ability to support an individual, let the Activity Manager know immediately, so that they can reallocate.
- ✓ Please be **mindful of all members** and alert to those who are disengaged, leaving the vicinity, or having difficult interactions. It is helpful if you can support the Activity Manager by reminding members of appropriate behaviour at Yellow Submarine.
- ✓ Please **report concerns** without delay to the Activity Manager e.g. accidents, behavioural issues and safeguarding. Where possible, do this within the session so the Activity Manager can address issues promptly.

At the end of a session...

We would be grateful for your help with the **tidying** of sessions. Please be proactive in your assistance and respectful of equipment.

Immediately after all sessions, Activity Managers will lead a debrief discussing how the session went. Please **pass on anything you noted during the session**, for example:

- A and B got on really well this session.
- C seemed a bit distracted today, even though she usually enjoys art.
- D told me he had a difficult day at school.

Members' privacy is important, so please don't talk about them outside of Yellow Submarine.

Thank you helping us to make Yellow Submarine a fun, safe, and inspirational community! If you have any questions or concerns about your volunteer role, please raise this with us at any time:

Safeguarding Lead: Kate

kate@yellowsubmarine.org.uk—



Volunteer Manager: Miriam

miriam@yellowsubmarine.org.uk



Contact the Yellow Submarine office on 01865 236119