



National Volunteers Handbook



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Cameron House (1st Floor), Forthside Way, Stirling, FK8 1QZ
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What is Dyslexia Scotland?

Dyslexia Scotland is a voluntary organisation representing the needs and interests of dyslexic people in Scotland. Our mission statement is to inspire and enable dyslexic people, regardless of their age and abilities, to reach their potential in education, employment and life.



Positive about Volunteering

Dyslexia Scotland came into existence through the commitment and dedication of volunteers and historically the organisation has had volunteer involvement through all levels, from the President, Ambassadors and Board of Directors to volunteers helping at one-off events.

Dyslexia Scotland is committed to the following:

-  Recognises that voluntary work brings benefits to volunteers themselves, to service users and to paid staff;

- ③ Will ensure that volunteers are properly integrated into the organisational structure and that mechanisms are in place for them to contribute to the organisation's work;
- ③ Will not introduce volunteers to replace paid staff; volunteers will complement the work of the organisation
- ③ Expects that staff at all levels will work positively with volunteers and, where appropriate, will actively seek to involve them in their work;
- ③ Recognises that volunteers require satisfying work and personal development and will seek to help volunteers meet these needs, as well as providing the training for them to do their work effectively;
- ③ Will endeavour to identify and cover the costs of involving volunteers;
- ③ Recognises that the management of volunteers requires designated responsibilities within specific posts. A named contact from the staff team will provide advice and support to volunteers;
- ③ Will endeavour to involve volunteers from a wide range of backgrounds and abilities and ensure our volunteering opportunities are as accessible as possible.



Induction & Training

- 3 Where appropriate, you will carry out your role on a trial basis of three months to ensure that both you and your named contact are happy with the placement;
- 3 You will have a role description which will outline your key tasks. If a description for your role does not currently exist, one will be developed;
- 3 Additional external training will be provided, if necessary, and where financial resources are available. Any additional training needs should be discussed with your named contact, in the first instance.



Your induction training should include:

- 3 Information about Dyslexia Scotland, including a brief history, information about the organisational structure and current services;
- 3 Health and safety information, including a tour of the premises (where appropriate);
- 3 Basic Dyslexia Awareness Training (regardless of the level of experience/knowledge of the volunteer).

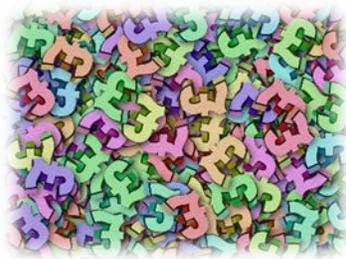
Support for Volunteers

- You will have a named contact to provide support and guidance while active in your volunteer role, although day to day information and support may be provided by other members of staff;
- You and your named contact should meet at regular, agreed intervals to review progress. However, please do contact this person at other times, if you have any concerns about your volunteering role;
- You are a valued part of the Dyslexia Scotland team and are encouraged to share your views and concerns on the organisational activities with your named contact or via other communication routes, where appropriate.



Volunteer Expenses

- We recognise that volunteers come from a variety of economic backgrounds and that volunteering should be accessible to all, regardless of income. We have a volunteer expenses budget and volunteers are entitled to reclaim any relevant expenses incurred while volunteering for Dyslexia Scotland;
- You can reclaim travel expenses on public transport, or, where there is no alternative to public transport, using the Dyslexia Scotland mileage rate of 45p per mile;



- Where you need to make a purchase or travel on behalf of the organisation (other than your regular journey to and from their volunteering location), you must seek approval from your named contact, otherwise the costs may not be reimbursed;
- You must keep receipts for all expenses (except for mileage) and complete the expense claim form available from your named contact. The expenses claim form can be filled in as often as agreed with your named contact, but should not be left for more than two months. If you need help to complete the expenses claim form, please ask your named contact.

Insurance

- You are covered by Dyslexia Scotland's insurance policy while you are on our premises or while carrying out your regular volunteer role;
- While it is not envisaged that you would be asked to use your private motor vehicles for conducting your volunteer tasks, but if the need arises and both parties agree it should be used, it is your responsibility to inform your insurer, in writing, that the vehicle is being used for volunteering;
- Dyslexia Scotland is unable to accept responsibility for the loss, theft or damage of personal possessions or valuables.



Health & Safety



- You will be provided with health and safety information as part of your induction. The health and safety policy will be included in your induction information.

Confidentiality



- Personal details of staff, volunteers and service users are treated in the strictest of confidence. Information of a confidential nature should not be disclosed to anyone outside Dyslexia Scotland, without the prior consent of the individual concerned;
- A copy of the organisation's confidentiality policy will be included in your induction information.

Problem solving and complaints

- 3 If you have a complaint about another volunteer or any staff member, please first talk to the person concerned, to try to resolve the issue informally;
- 3 If informal resolution is not possible, you should speak to your named contact. The issue will be raised with the person concerned, as soon as reasonably possible; or a meeting will be facilitated between yourself and the person against whom the complaint is made. This meeting will be chaired by the named contact or another appropriate person;



- 3 After an agreed time, the named contact will review the issue to see if it has been resolved. If the issue is still not resolved, then the Internal Complaints procedure will be progressed.

Ending your Volunteering Role



- Please provide notice before leaving your volunteer role at Dyslexia Scotland. You will be invited to complete an exit survey/form and to have a final meeting with your named contact. This procedure is designed to help evaluate and improve the support given to volunteers;
- If you have been volunteering for at least six months, you can request a reference from your named contact person. A reference for a shorter period of volunteering may be considered at the discretion of the Volunteers Manager;
- Where the volunteer placement is ended by Dyslexia Scotland, and it is appropriate to do so, you will have the opportunity for a final meeting with your named contact and/or complete the exit survey.

Thank you! We hope you enjoy volunteering with Dyslexia Scotland.