

County Durham Volunteer Passport Scheme Partner Organisation Pack

About the Volunteer Passport Scheme for County Durham

Introducing the County Durham Volunteer Passport Scheme: Volunteer Pathways to Neighbourhood Volunteering

Funded through the Know your Neighbourhood Fund and In line with the vision for volunteering to create a diverse, innovative, ambitious, equitable and person-centred future for volunteering, we have developed a County Durham Volunteer Passport

We are partnering with multiple organisations in County Durham as part of the Volunteer Passport Scheme. This collaborative approach forms a shared agreement on values, goals, and standards regarding the recruitment, good practice, and deployment of volunteers. Allowing the volunteering workforce to move around with flexibility and consistency.

We aim to create a network of volunteers who are fully recruited, trained, supported and ready to respond quickly and appropriately to the needs of the local community.

As part of our partnership working arrangements the single recruitment and training route saves time and resources for Passport Scheme partners and supports capacity building within the smaller organisations.

Benefits of Partnering with Durham Community Action's Volunteer Passport Scheme

Partnering with Durham Community Action's Volunteer Passport Scheme comes with several benefits for organisations. These include:

- Quick access to a network of recruited and trained volunteers, who can be called upon at short notice.
- Access to a wider and more diverse pool of volunteers.
- Time and resource savings, allowing a focus on supporting people accessing services, and ongoing support from Durham Community Action.
- The ability to offer a broader range of volunteer roles, including one-off opportunities.
- Training opportunities available to passport partner organisations. As the program develops, we aim to offer training tailored to the needs and requests of partner organisations.
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How to become a County Durham Volunteer Passport Organisation.

If you would like to sign your organisation up to the passport scheme you can complete our [Organisation Registration Form Here](#)

Core Values

Our working group has established a set of core values for partner organisations to uphold when joining the Volunteer Passport Scheme.

Response Timescales

Volunteers have shared that slow response times are a common frustration in their journey, leading to negative experiences. As such, we ask our partner organisations to **respond to volunteers within seven days whenever possible**. If a response cannot be provided within this time frame, we request that organisations inform us so we can relay the information to the volunteer and manage volunteer expectations.

Inclusive Volunteering

We encourage partner organisations to create inclusive volunteer opportunities and offer reasonable out-of-pocket travel expenses in line with their volunteer expenses policy.

Unsuitable Volunteers

We understand that not every volunteer is suitable for every role. Partners are asked to inform Durham Community Action if a volunteer through the passport scheme is not suitable for a role, so we can provide support in finding a better match.

Collaboration Not Coemption

We encourage partner organisations to collaborate and share volunteers and resources where possible to support fluid and flexible volunteering across County Durham.

Streamlined Recruitment Process

To reduce the recruitment process and make volunteering more accessible, partner organisations are requested to avoid duplicating steps that volunteers have already completed through the passport scheme. We provide a full list of recruitment and training packages in the recruitment process section, but specific training related to the role or organisation should still be provided.

Recruitment process

DCA will do the initial recruitment which will include.

- Application form
- Informal chat
- Identifying any barriers or concerns
- Where required an individual inclusion plan will be developed for each volunteer to ensure their specific needs are met while in their volunteer role. This can be further developed and specified to cater to a particular role during the volunteer's journey.
- Take up of references (references will be shared with organisations with agreement from volunteer and referee where appropriate)
- A central point of contact for volunteers in the passport scheme
- Regular follow ups and reviews with volunteers.

DBS (Disclosure and Barring Scheme) Guidelines for Volunteers

In order to facilitate flexible volunteering while still adhering to fair and secure recruitment practices, it would not be appropriate to require standard and enhanced DBS checks for all volunteers, as not every role would be eligible. Instead, we recommend that the first organisation a volunteer is placed with conducts a DBS check in accordance with their own safer recruitment processes, as they would for non-Passport Scheme volunteers. Once a volunteer undergoes a DBS with a volunteer passport partner organisation, Durham Community Action will encourage and assist the volunteer in signing up for the DBS update service, which will streamline the application process if they choose to move between organisations and roles. For further information about the update service, please visit <https://www.gov.uk/dbs-update-service>

Volunteer Initial Training/Induction Outline

An introduction to Volunteering

Understanding the recruitment process for volunteers

Safeguarding training

Gaining a basis understanding of safeguarding

Understanding personal responsibilities for safeguarding in a voluntary role

Identifying different types of abuse and harm

Recognising signs of possible safeguarding issues

Reporting safeguarding issues and following your organisations safeguarding policy.

Basic Health and Safety

Understanding personal responsibilities for health and safety in a voluntary role

Identifying risks to health and safety in a voluntary role

Understanding basic health and safety law

Volunteer boundaries

Understanding what volunteer boundaries are

Setting clear boundaries and using boundaries to support people.

Understand personal responsibilities for establishing professional boundaries.

Using your own lived experience safely in your role

GDPR / sharing information.

Gaining an understanding of what personal data is

Understanding the importance of keeping data confidential and following GDPR policy

Understanding the basics of cyber security and ways to keep data safe.

Tips to ensure best practice when working with personal information.

Equality, Diversity, and Inclusion

Understanding personal responsibilities for EDI

Understand the meaning and purpose of equality, diversity, and inclusion.

Identifying ways to ensure EDI is carried out within your organisation.