

Useful Contact Numbers

Active Schools Coordinators

Aberdeen Grammar ASG	01224 655895 07825 227941	Northfield ASG	01224 498482 07825 228129
Bridge of Don ASG	07825 228140	Oldmachar ASG	07825 228177
Bucksburn ASG	01224 710721 07825 228158	St Machar ASG	01224 655421 07825 228173
Cults ASG	01224 865231 07825 227981		
Dyce ASG & ASN	07825 228140	Manager	01224 577731 07866 926731
Harlaw ASG	07825 227822	Support Assistant	0845 608 0935
Hazlehead ASG	01224 498494 07825 228117	Emergency contact	07866 926731
Kincorth & Torry ASG's	07825 754634		

Coordinator Contact:

Mobile:

Office:

E-mail:

Schools contact number:

Other relevant contacts:



VOLUNTEER INDUCTION

Version 5



 sport aberdeen

sportaberdeen.co.uk

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Get Out - Get Active Get Volunteering

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More Children, More Active, More Often



Introduction to Volunteering

First of all please allow me to thank you for expressing an interest in volunteering and welcome you to volunteering with Sport Aberdeen's Active Schools Team. Volunteers are an integral part of the Active Schools programme, and are vital as we aim to enhance the quality and number of physical activity opportunities for pupils in primary, secondary and additional support need schools within the city. I hope you enjoy your volunteering experience as much as the pupils attending these sessions.

Graeme Dale
Senior Development Manager
(Active Schools)



Background to Active Schools

The Aberdeen City Active Schools programme started in September 2005. Active Schools' in Aberdeen employs a team of 11 Active Schools Coordinators, based throughout the city, a Support Assistant and a Senior Development Manager. As well as this there are a number of employed coaches and a large number of volunteers.

The aim of Active Schools is to get More Children, More Active, More Often and to offer children and young people opportunities and the motivation to adopt active, healthy lifestyles, now and into adulthood. We do this by developing the infrastructure within schools and the wider community by recruiting, supporting and sustaining a network of volunteers, coaches, leaders and teachers who in turn deliver physical activity and sport before, during and after school. Active Schools aims to create a sustainable pathway from participation level right up to performance level, by forging strong links with external clubs and organisations.

Data Protection

A database of volunteers is held by Sport Aberdeen, which uses the information provided by you in your application. This helps us to match your interest to a volunteering opportunity. The database is used to ensure all of your information is kept up to date and to aid your development and to supply statistical information for reports on the extent and nature of volunteering within Sport Aberdeen. None of the personal information that you have given Sport Aberdeen will be shared with external organisations.

Telephone: 0845 608 0935

www.sportaberdeen.co.uk/activeschools

Types of Volunteering

Active Schools offers a variety of different options for volunteering across the city. This is to enable us to work with and support a range of volunteers within extra curricular clubs. In 2013-14 Active Schools Aberdeen had over 350 active volunteers working with school aged children across the city. We recognise that not all volunteers are able to give up time every week so we also offer volunteering on a rota basis and at holiday camps.

Types of Volunteers:

We actively encourage anyone to volunteer. The main thing we are looking for is an interest in helping. Our pool of volunteers is made up of teachers and other school staff, parents, senior pupils, students and sports club coaches.

No previous experience is required as training and support will be given.



This handbook will:

- Acknowledge the invaluable contribution made by volunteers throughout schools and the wider community
- Clearly define the roles, rights and responsibilities of volunteers
- Make clear the procedure Active Schools uses for volunteers
- Confirm Active Schools' commitment to involving volunteers
- Establish clear guidelines for volunteers i.e. child protection
- Address the relationship between volunteers, those who engage with them and those who receive their services
- Ensure the ongoing quality of volunteering opportunities and the service provided by volunteers



Purpose of Volunteer Induction Handbook

This Handbook is aimed at ensuring that you are equipped with all the relevant information and contact details that are required that your sessions are a success and that you personally develop as a volunteer.

This handbook should be used as a guide and referred to throughout your volunteering time with Active Schools. Should you require further details on anything in the handbook speak to your co-ordinator directly.



Courtney Duff - Volunteer Case Study

Courtney Duff has been known to Active Schools since early 2011 when she came on board as a volunteer. Since then Courtney has developed into one of our finest coaches and covered as a coordinator during term 3 of 2013. Here we ask Courtney about her volunteering experiences and what she would like to do in the future.

Interview with Courtney

What route have you taken from school to get to where you are today?

Straight from school I started studying at the University of Aberdeen doing a BSc (hons) in Sport and Exercise Science. During this I worked as a fitness instructor at Banks O'dee Sports Club and volunteered with Active Schools. After graduating University I became a paid casual lead coach for Active Schools and an After School Club support worker at Robert Gordons College. I then progressed to a part-time lead coach with Active Schools and I'm now a temporary coordinator.

What interested you in volunteering for Active Schools?

Mainly to gain more experience within coaching and working in schools. Also the opportunity to expand on training and knowledge.

How long were you voluntary until progressing to paid work with Active Schools?

I started volunteering in January 2011 and became a paid coach July 2012 so around a year and a half. I completed over 150 hours volunteering.

What has been your highlight as a volunteer/coach with us?

My highlight is being able to do a job that I love everyday! Coaching children and young people is always different, seeing them improve over a block of sessions or being able to achieve something they've never been able to do before is so rewarding. Being able to do this on a part-time basis is amazing! I also love the excitement of being involved in Active Schools events.



How have we been able to develop your skills?

I've been put through and given the opportunity to do numerous courses which have developed me as a coach, including my UKCC level 1 in Basketball. This has broadened my coaching capabilities as I've coached many different sports to many different age groups. I've also been involved in events which have allowed me to see the organisation that goes into them. I have always been given the chance to progress within the company.

Now that you have had experience covering as a coordinator, what positives and negatives are there about the job?

I've come to realise that there is a lot of work goes on behind the scenes. There are many positives such as being involved with connecting schools to external clubs, creating competitive events for children to compete at and helping to secure funding for clubs. The one negative I would say is that there is not much hands on coaching involved in this role however being able to coordinate clubs and create new opportunities for new coaches is just as rewarding!

What can volunteers expect from Active Schools?



Whats the next steps/future plans and has Active Schools played a part in getting you there?

I have been accepted into the University of Edinburgh for August 2015 to do my PGDE in Physical Education with hope to eventually become a secondary PE teacher. I would say without a doubt Active Schools has definitely

played a part in getting me to this point. Working with Active Schools has given me so much more experience and confidence within coaching and has opened many doors for me, including my acceptance into teacher training. Active Schools have always provided me with development opportunities and have been extremely supportive throughout my coaching pathway.



Volunteer Training

Training will be offered to all volunteers, as close to the commencement of their placement as possible and will be related to the types of activity programmes they will be involved with.

Typical training that could be offered includes:

- Child Protection and First Aid,
- Sport Specific Courses, such as Basketball Leaders, Netball Getting started etc.
- Positive Coaching Scotland (PCS) Double Goal Coach

Relationship with Coaches

Good working relationships will be fostered between coaches and all volunteers, by sharing information on the rights, responsibilities and roles of both. This ensures that volunteers and coaches value the contributions made by each other to the improvement of physical activity opportunities within Active Schools. The relationship between those working at the same clubs is vital, as the Active Schools Coordinator cannot be present at every club every week. So you will be expected to work without the continual assistance of the Active Schools Coordinator.

Equal Opportunities

A full copy of Sport Aberdeen's Equal Opportunities Policy can be obtained by contacting the Senior Development Manager (Active Schools).

Benefits of Volunteering

- Enhance employability skills
- Build on qualifications
- Working with a variety of children in various sports
- Develop confidence, knowledge and experience
- Access the rewards scheme
- It's fun and can give a lot of personal satisfaction

Continued Support and Development

Active Schools Aberdeen is committed to supporting volunteers so that they can develop in their voluntary activities, remain involved in Active Schools, are not exploited and ensure good service to volunteer.

We will support volunteers by providing:

- information about Active Schools and the work of volunteers within Active Schools
- Opportunities for work with other volunteers and paid staff
- Regular supervisory support including feedback on volunteer performance
- An induction programme which helps them acquire skills for volunteering
- Ongoing training where and when required;

The points covered within this handbook should address the majority of questions you may have. You should refer back to the handbook as and when required. However if you have any queries concerning the information contained in this handbook which are perhaps not addressed or fully explained, please do not hesitate to contact your Active Schools Coordinator

Health and Safety

Within the Sport Aberdeen Health and Safety policy, volunteers are included under employees. Your Active Schools Coordinator will provide you with the full policy following your induction.

Sport Aberdeen will take all reasonably practicable steps to provide and maintain a healthy and safe working environment for all its employees, clients and any other people who may be affected by its activities. Sport Aberdeen is committed to continually improving its health and safety performance in the delivery of its services.

Active Schools aims to realise the objectives of this health and safety policy by continuing to provide systems of reporting and by paying particular attention to continued integration of health, safety and welfare requirements which involve the provision and maintenance of the following:

- Sufficient and appropriate information, instruction, training and supervision to meet requirement;
- Procedure to deal with any foreseeable emergency situation
- Staff and volunteers have a duty to cooperate in the operation of the policy by:
 - Reporting accidents that have led or may lead to injury or damage
 - All accidents and incidents must be reported immediately to a member of staff on site and to relevant ASC
 - An accident form must be completed and signed off by the designated first aider (form in appendix)
 - Assisting in the investigation of any accidents they may have been involved in or been witness to, with the objective of introducing measures to prevent occurrence
- All forms are available from your Active Schools Coordinator

Insurance

In undertaking voluntary work, you may be involved with or may place yourself in a variety of risks. You have a right to expect Active Schools' to protect you from risks incurred in the course of the voluntary work with the service. Whilst volunteering for Active Schools you will be covered by Sport Aberdeen's insurance. For full details of Sport Aberdeen's insurance cover speak to your Active Schools Coordinator.

Risk Assessments

Active Schools have undertaken and continuously review our activity risk assessments keeping up to date with any changes in procedures and policies. There are also risk assessments conducted within the facilities in which we let for the purposes of our activity programme's.

Risk assessments are important to ensure that all activities you are involved with are safe and appropriate for our volunteers and service users. If you have any doubt on the suitability of the sport and facility you should contact your relevant Active Schools Coordinator immediately.

First Aid

If first aid is required you should immediately summon help from a qualified first aider, GP, hospital or ambulance in the case of an emergency situation.

Volunteers who hold a recognised and up to date first aid certificate may give emergency first aid in line with training. A report of the incident MUST be completed by the volunteer and given to the head teacher at the school (if appropriate) or the Active Schools Coordinator.

If you have any additional questions regarding Health & Safety please contact your Active Schools Coordinator.

Code of Conduct

Volunteers are expected to conduct themselves in an appropriate manner at all times, the points below outline these expectations. When volunteering you are a representative of Active Schools and Sport Aberdeen.

Roles & Responsibilities of volunteers

Volunteers taking a physical activity session:

- Are expected to lead by example at all times in terms of dress, behaviour, language etc
- Should never leave the group unattended
- Must start and finish on time
- Should ensure that they have

emergency contact details for every participant

- Should keep a register of pupils at every session
- Respect the rights of every child and treat everyone equally
- Notify Active Schools as soon as possible if they are unable to volunteer
- Respect confidentiality
- Clearly communicate potential opportunities or dangers, and immediately report any incidents to the lead coach or your Active Schools Coordinator
- Promote fair play at all times & encourage children to take part to the best of their ability

- Respect other volunteers, services users and staff
- Attend appropriate training sessions as and when required
- All accidents and incidents must be reported to Active Schools

Misconduct by a volunteer will result in removal from the Active Schools Aberdeen register of volunteers. Whilst Active Schools Aberdeen actively encourage and support involvement of volunteers the wellbeing of pupils' will always be a priority.

Child Protection

Active Schools Aberdeen is fully committed to safeguarding the welfare of all children in its care. As a result of this all new volunteers must complete the online Child Protection course "Protecting Children in Aberdeen City" before starting volunteering. This course will probably take 15-20 mins to complete. To complete this course volunteers should;

- Go to the link <http://www.aberdeengettingitright.org.uk/docs/GIRFEC%20&%20Child%20Protection%20OIL.pdf>
- Follow the instructions and complete the training course
- Complete the test at the end and get the certificate
- If your score is under 12 please redo the course and test
- If your score is 12 or over please

press the "Ctrl" and "Prt Sc" keys at the same time, to copy the certificate

- Open an email and click on "paste". The certificate should appear in the email
- Send this email to activeschools@sportaberdeen.co.uk
- Once this certificate has been received it will be added to your volunteer file

Important Points

Active Schools activities are intended to be fun and safe for both the children and volunteers involved.

The following points will ensure the welfare of you and the children you are coaching.

- Encourage children at all time and avoid criticism; (unless constructive)
- Avoid losing your temper or raising

your voice unnecessarily

- Try to avoid being alone with a child - keep doors open, inform others if you are coaching alone and avoid entering changing rooms
- Keep physical contact with children to a minimum
- Never use unnecessary physical force on a child
- Watch the language you use around children be aware of how easily children can misread comments such as sarcasm or perceived threats
- Never get changed in the same changing room at the same time as any children
- If a child makes a disclosure to you, stay calm and always take any allegation seriously. Never promise that you will keep any disclosure from a child a secret between the two of you



- Always report any concerns you have, it is much better to report something that turns out to be nothing rather than not report something for fear you might be wrong or wasting someone's time

You can talk to an Active Schools Coordinator or a member of school staff about your concerns. You can also contact the following numbers:

- Joint Child Protection Unit - 01224 306877
- Emergency Out of Hours - 01224 693936
- Police Scotland 101

Concerns

Your Child Protection Guidelines give you a list of some warning signs that a child is being abused. If you have worries about a child, always speak to someone about it. You can talk to a member of the school staff or your Active School Coordinator about your concerns.

If a child makes a disclosure to you, stay calm and always take any allegation seriously. Never promise that you will keep any disclosure from a child a secret between the two of you. Always report any concerns you have, it is much better to report something that turns out to be nothing rather than not report something for fear you might be wrong or wasting someone's time.

Positive Coaching Scotland (PCS)

Active Schools is fully committed to the PCS programme. The aims of PCS are;

- To foster improved performance of young people in school and club sport.
- To provide a more enjoyable experience resulting in young people, volunteers and coaches staying involved in sport longer, thus increasing retention and growing capacity
- To teach character building life lessons through sport



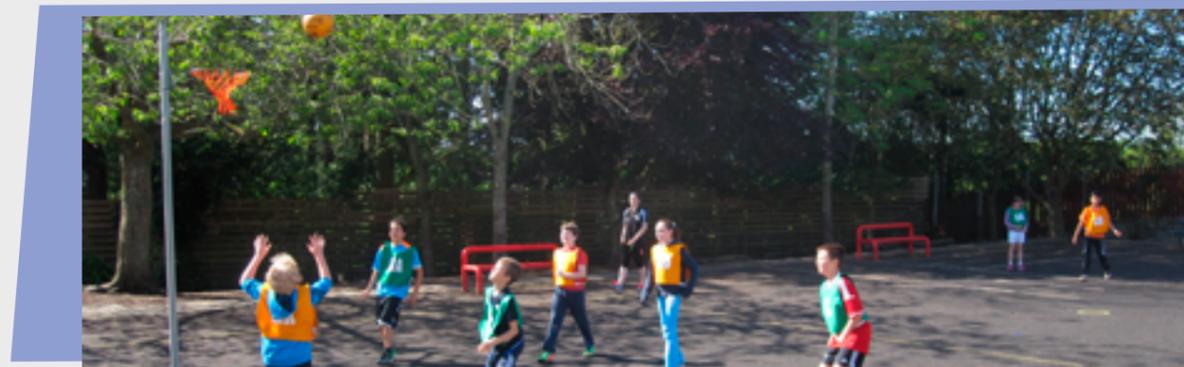
As a result of this all new volunteers must complete the online PCS Double Goal Coach course before starting volunteering. This course will probably take 45-60 mins to complete. To complete this course volunteers should;

- Go to the link <http://www.sportscotland.org.uk/dgc/index.html>
- Follow the instructions and complete the training course
- Complete the test at the end and fill in your contact details to get your certificate
- Please forward your certificate to activeschools@sportaberdeen.co.uk
- Once this certificate has been received it will be added to your volunteer file

Social Media and Photographs

Social media and taking photographs on mobile phones or tablets is now a big part of everyday life. However whilst volunteering all volunteers should refrain from taking pictures and posting comments or pictures of sessions on social media.

Active Schools Coordinators have local facebook pages and are happy to post information about sessions. If you wish for photographs to be taken or posts to be uploaded on these please contact your Active Schools Coordinator.



Complaints

As a volunteer you may wish to raise a matter of concern or complaint regarding the Active Schools programme, in which case the process below would be adhered to:

- An informal discussion with the Active Schools Coordinator or manager, from this discussion if the points made remain unresolved it may be appropriate to formalise your concern in writing
- When a written complaint is received, the Senior Development Manager (Active Schools) will initiate an investigation in to the points raised with those concerned

- This investigation may result in the matter coming to a close or if concerns remain, a formal hearing may take place with a senior member of staff presiding. In cases where the complaint or issue of concern regards an Active Schools Coordinator, the volunteer should raise the matter with the Senior Development Manager (Active Schools) in writing, who will initiate the relevant process highlighted above.

Any investigation or formal hearing will be carried out in a completely impartial manner

Absence and Stopping Volunteering

Volunteers may not be able to fulfil their volunteering commitments for a number of reasons, for example holidays or sickness. If you are not able to attend any sessions please inform the Coordinator as soon as possible in order that appropriate cover arrangements can be made or the session can be cancelled. The worst situation we can have is where children turn up to a session by a volunteer does not, so please always inform the relevant Active Schools Coordinator in advance. If you are unable to contact your Coordinator please use any of the other contact details for Active Schools staff found later on in this Handbook. Please also try to ensure that you have spoken to someone and not just left a message.

Time Out

Volunteers will be supported if they wish to take time out or short breaks from their voluntary duties due to personal reasons or a change in circumstances. Coordinators should be informed of this as soon as possible. If and when volunteers wish to become involved again, they should meet the Coordinator to discuss this matter.

Leaving Voluntary Role

Volunteers are free to terminate their volunteering agreement and end their role as a volunteer whenever they wish. To do this please contact your coordinator to inform them of your decision. Wherever possible please give as much notice as possible.