



# **Littledale Hall Therapeutic Community**

## **Volunteer Handbook**

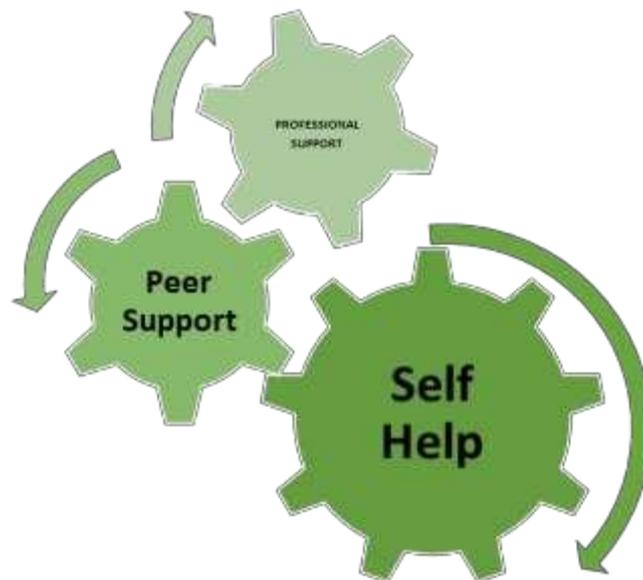
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## Introduction

LHTC is a residential centre (including an Aftercare Service) for people working to recover from their addiction to drugs and/or alcohol. LHTC delivers programmes based on organisational values that focus on working with people to empower themselves as they address the causes and consequences of their addiction and find ways to restore their health and wellbeing. Self-help, peer support and professional support are all important and volunteers are a valued part of the professional team at the centre.



Every resident is working to maximise their chances of lifelong recovery from their addiction to drugs and/or alcohol. All residents are active members of the community: living, working and engaging in a wide range of groups and other activities to support the changes they are making. Every resident is supported by an identified worker who supports them to personalise their programme plan whilst resident at the centre. Aftercare clients (LHTC) continue to work with staff to promote their ongoing recovery. Volunteers offer valuable support to clients and staff.

For more information about LHTC and the programme offered please read our brochure and/or access our website:

- [www.littledalehalltc.co.uk](http://www.littledalehalltc.co.uk)

## **LHTC volunteer policy**

### **Aim**

- Recruit volunteers to safely and effectively work with residents and, where associated with the LHTC Aftercare Service.

### **Objectives**

- Identify and recruit suitable volunteers with the appropriate experience and skills
- Support and retain volunteers
- Evaluate and review volunteer experiences.

## **Overview: volunteering for LHTC**

We recognise people volunteer for different reasons. We believe the following definition offers a good summary of what we think volunteering is about:

volunteering<sup>1</sup> is “...an activity that involves spending time, unpaid, doing something that aims to benefit the environment or individuals or groups other than (or in addition to) close relatives”.

LHTC offers three types of volunteer opportunities:

- Community Support Volunteers
- Aftercare Support Volunteer
- Counselling Volunteers.

You will find role profiles and volunteer job descriptions in [Appendix 1](#).

People who have accessed residential and/or community services to address their own addiction must meet the following criteria prior to making an application to volunteer for LHTC:

- Community Support Volunteers: you must have been out of services for a minimum of 12 months and have been abstinent throughout that period
- Aftercare Support Volunteers: you must have been out of services for a minimum of 18 months and been abstinent throughout that period.
- Counselling Volunteers: you must have been out of services for at least 36 months and been abstinent throughout that period.

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<sup>1</sup><http://www.volunteering.org.uk/managingvolunteers/goodpracticebank/Information/Definitions+of+volunteering.htm>

## **Volunteer Recruitment Process**

All prospective volunteers must complete and submit an application form and, where appropriate, we will invite you to an interview before a decision is taken about whether we can offer you a volunteer role within our service.

## **Volunteer induction, training and supervision**

All new volunteers will be expected to complete an induction period and associated documents. Volunteers will be offered 'on the job' training and may also be included in training offered to employees (at the discretion of the member of staff responsible for the organisations' annual plan). Volunteers, other than counselling, will be offered support from the Registered Manager and/or covering member of staff during and/or at the end of their shift. Counselling volunteers will receive monthly group supervision with designated staff at LHTC.

## **Confidentiality and Data Protection**

It is very important that volunteers understand the importance of confidentiality and data protection. All volunteers must read and comply with LHTC policies and procedures. Support and supervision (as above) are important as they offer opportunities to ensure you understand what is expected of you. Where a volunteer has a previous relationship with a current service user (e.g. they may have accessed similar services) they need to ensure the Registered Manager is aware of the relationship. A decision will be taken as to whether a suspension of the volunteer is needed until the current service user leaves the service.

## **Volunteer Self Disclosure**

Many people who volunteer in addiction services have their own experiences of addiction and/or recovery. Volunteers may have themselves used services and/or have family and friends who have been addicted to alcohol and/or drugs. Self-disclosure must be carefully considered and discussed with the Registered Manager or covering member of staff before volunteers share any aspect of their personal history and/or story when volunteering at LHTC. Minimal self-disclosure by volunteers is encouraged and any self-disclosure must be in the interests of the client or clients.

## **Community Support Volunteers**

There is a volunteer timetable at the centre. Volunteers are expected to commit to specific day/s and there is no more than two volunteers per day, as agreed by the volunteer coordinator and registered manager, at the centre. This provides consistency for residents as well as contributing to programme / service stability.

## **Counselling Volunteers**

We expect counselling volunteers to commit to regular attendance when seeing clients. All counselling must take place outside timetabled groups at LHTC.

## **Aftercare Support Volunteer**

The Aftercare support volunteer works alongside the Aftercare worker who coordinates their work.

**Please note:** there is a description of work / support Community Support and Aftercare Volunteers can expect.

## ***Volunteer Expenses***

Volunteers can claim travel expenses (please see administrator for details) and are provided with a meal whilst volunteering at LHTC.

## **Leaving LHTC: volunteer feedback**

Staff at want to evaluate the work volunteers undertake for the community. Volunteers will be asked to complete an evaluation form when they leave the organisation. We look forward to receiving your feedback.

## **Addressing concerns and/or complaints: procedure for resolving volunteer issues**

We hope all volunteers have a positive experience and look forward to hearing any “compliments” you have about your volunteer experience. However, we understand that difficulties can arise. Should any problems arise whilst you are a volunteer the process is:

- Volunteers will initially try to resolve problems informally through discussion and negotiation with staff
- If problems continue volunteers may discuss issues with the Registered Manager and seek advice and guidance from the Volunteer Coordinator.

- If this is not possible they can be referred to a member of the Operation Management Team and a member of the team will address the concern with the volunteer.

### **Procedure for addressing concerns and/or complaints about you**

We hope volunteering is a positive experience for you. There will be multiple opportunities to receive “compliments” both from staff and service users. With regard to any concerns or complaints: LHTC procedures apply (please see policies and procedures manual for details).

### **Applying to volunteer at LHTC**

Please check the website for volunteer vacancies and apply as per information provided.

### **Contact details**

In the first instance all volunteer enquiries to LHTC should be directed to the Volunteer Coordinator

Telephone: 01524 771400  
Email: [lhtcannie@btconnect.com](mailto:lhtcannie@btconnect.com)

## Appendix 1: Volunteer Job Descriptions and Person Specifications

<b>Community Support Volunteers: Job Description</b>	
<b>Main Purpose of the Role</b> Work with residents and staff to ensure the programme is well delivered and people receive the support they need to work to address their addiction and manage their ongoing recovery.	
<b>Main Tasks of the Role</b> Support clients to understand their addiction as they work to manage their recovery. Help clients' identify and access appropriate services as part of their recovery plan (DANOS <sup>2</sup> ). Contribute to client care planning and support clients to achieve goals identified in their plans (DANOS) Understand the limits of your own responsibility and competence and who to refer to for assistance or advice (DANOS). Seek advice, guidance and support from staff to ensure you understand your role and responsibilities.	
<b>Level of Responsibility</b> No lone working required.	
<b>Working Conditions (Travel etc)</b> All community support volunteers are based in the centre. Some travel may be involved as agreed with the Registered Manager or Volunteer Coordinator.	
<b>Community Support Volunteers: Person Specification</b>	
<b>Experience (essential)</b>	Contact with people who have been addicted to drugs and /or alcohol. Contact with people in active recovery from their addiction to drugs and/or alcohol.
<b>Qualifications (desirable)</b>	Drug Awareness/ Substance Use and Misuse Level 2 /3
<b>Attributes (essential)</b>	Non-judgemental. Willing to learn. Well organised. Good problem solving skills. Good communication skills. Capable of maintaining confidentiality. Able to form professional working relationships with residents and/or ex residents. Good boundaries. Able to work as part of a team.

<sup>2</sup> Drug and Alcohol National Occupational Standards

<b>Aftercare Volunteer: Job Description</b>	
<b>Main Purpose of the Role</b> Work with staff to support ex-residents ongoing recovery following discharge from the residential programme at LHTC.	
<b>Main Tasks of the Role</b> Support clients to understand their addiction as they work to manage their recovery. Help clients' identify and access appropriate services as part of their recovery plan (DANOS). Contribute to client care planning and support clients to achieve goals identified in their plans (DANOS) Understand the limits of your own responsibility and competence and who to refer to for assistance or advice (DANOS). Seek advice, guidance and support from staff to ensure you understand your role and responsibilities.	
<b>Level of Responsibility</b> Volunteers work alongside a member of staff. Limited lone working.	
<b>Working Conditions (Travel etc)</b> The LHTC Aftercare service is based in the community. The volunteer will work alongside the Aftercare worker. Some travel may be required as agreed with the Aftercare worker and/or the Volunteer Coordinator.	
<b>Aftercare Volunteer (LHTC): Person Specification</b>	
<b>Experience (essential)</b>	Contact with people who have been addicted to drugs and /or alcohol. Contact with people in active recovery from their addiction to drugs and/or alcohol.
<b>Qualifications (desirable)</b>	Drug Awareness/ Substance Use and Misuse Level 2 /3
<b>Attributes (essential)</b>	Non-judgemental. Willing to learn. Well organised. Good problem solving skills. Good communication skills. Capable of maintaining confidentiality. Able to form professional working relationships with residents and/or ex residents. Good boundaries. Able to work as part of a team.

<b>Counselling Volunteers: Job Description</b>	
<b>Main Purpose of the Role</b> Provide 1:1 counselling to identified clients as part of their programme at LHTC or within Aftercare Services.	
<b>Main Tasks of the Role</b> Work as part of an integrated team. Receive referrals. Provide 6-10 sessions counselling for identified clients (LHTC) and up to 10 sessions for identified clients as part of Aftercare provision. Complete all documents (e.g. case summary) to required standard. Abide by LHTC policies and procedures. Encourage residents to complete and return counselling evaluation forms. Attend Monthly Group Supervision. Understand the limits of your own responsibility and competence and who to refer to for assistance or advice (DANOS).	
<b>Level of Responsibility</b> Counselling volunteers offer 1:1 counselling as qualified professionals. All counselling volunteers are expected to be registered with the BACP and work within the Ethical Framework for Good Practice in Counselling.	
<b>Working Conditions (Travel etc)</b> Volunteer counsellors are expected to see between 2 and 4 clients per week. All counselling sessions take place outside of timetabled groups/ core activities associated with the programme at LHTC.	
<b>Counselling Volunteers: Person Specification</b>	
<b>Experience (essential)</b>	Have completed a minimum of 40 hours 1:1 work. Working towards professional accreditation with the BACP unless already registered as a practitioner with the BACP or HCPC. Have had own personal counselling.
<b>Qualifications</b>	Diploma in Counselling (essential) or other appropriate professional qualification (e.g. Diploma in Social Work) plus applicable post graduate study. Drug Awareness/ Substance Use and Misuse Level 2 /3
<b>Attributes</b>	Non-judgemental. Willing to learn. Well organised. Good problem solving skills. Good communication skills. Capable of maintaining confidentiality. Able to form professional working relationships with residents and/or ex residents. Good boundaries. Able to work as part of a team.