



# Volunteer Handbook

**Isle of Wight Youth Trust**

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## Welcome to the Isle of Wight Youth Trust

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We are delighted to welcome you to the Isle of Wight Youth Trust (Youth Trust) as a valued volunteer. Our charity has provided counselling and wellbeing support to the children and young people of the Isle of Wight and their families for over 40 years.

We are truly grateful for the contribution of our volunteers' skills, knowledge, time, and commitment. This handbook offers an introduction to the charity and contains useful information about our practices and policies, organised by topic so you can find what you need easily. Do feel free to contact the volunteer service at any time you need assistance.

## Our Vision, Mission and Values

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The Isle of Wight Youth Trust is an independent, Island registered charity founded in 1984. Life can be hard but accessing support shouldn't be. By providing youth-led wellbeing and therapeutic support when it's needed, we empower young people to face life's challenges.

**Our Vision** is that every child and young person on the Isle of Wight can access mental health and practical support services they help design, so they can thrive and achieve their full potential.

**Our Mission** is to listen to and work with children and young people on the Isle of Wight, and their families, to ensure they receive the right help at the right time. We will achieve this through services that promote positive mental health, emotional wellbeing and personal development. We are committed to enabling young people to thrive and reach their full potential, while supporting them to campaign for change that improves young people's lives, guided by:

**Our Values** underpin everything we do, whether as an employee or a volunteer and guide the way we work day to day:

- Trusting: in our skill, honesty, integrity, openness and mutual respect to create a safe environment
- Kind: through our compassion, understanding and support for one another
- Positive: non-judgmental, hopeful, optimistic, creative, empowering and celebrating success
- Collaborative: flexible, adaptable, engaging 'no decision about us without us'

## Volunteering Opportunities

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Volunteers contribute to the Youth Trust in a wide variety of ways. Current volunteering opportunities include:

- Helping with events, drop-ins and Hub programme delivery
- Providing administrative support
- Fundraising
- Supporting service delivery
- Digital and social media support
- Community outreach activities

If you have a particular skill or interest that isn't listed here, we'd love to hear from you. We're always looking for new ways volunteers can contribute. Speak to your volunteer co-ordinator or email [volunteers@iowyouthtrust.co.uk](mailto:volunteers@iowyouthtrust.co.uk).

## Benefits of Volunteering with Us

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Volunteering at the Youth Trust will be a rewarding, enriching experience. In addition to making a real difference to young people's lives on the Isle of Wight, you can expect:

- A warm welcome and a full induction to help you feel confident and prepared
- A Youth Trust photo ID card, issued as part of your induction
- Role-specific training and access to the NHS eLearning for Health platform (see Appendix 2)
- Ongoing support from your supervisor, with regular one-to-one catch-ups
- Regular volunteer team meetings, with refreshments and cake provided by the Trust
- Invitation to relevant staff meetings and away days
- An annual Thank You event to celebrate the contributions of volunteers
- Nomination for local and national volunteering awards where appropriate
- A reference from the Youth Trust upon request, following a minimum period of volunteering
- Reimbursement of agreed out-of-pocket expenses, including mileage and travel (see Appendix 1)
- The satisfaction of contributing meaningfully to children's and young people's mental health and wellbeing

## Our Commitment to You

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We believe that our relationship with volunteers is one of mutual responsibility. We aim to ensure that you enjoy your involvement with us and gain from it personally and professionally. Specifically, we commit to:

- Induction: a full insight into your volunteer role and detailed information for each task
- Appreciation: respect and recognition for your voluntary contribution
- Support: help when you need it, including supporting you to say 'no' where necessary
- Communication: ensuring you know who to ask for help and support
- Data Protection: keeping all your personal information safe and secure
- Expenses: reimbursement of any authorised expenses incurred through your volunteering
- Security: providing a safe, welcoming environment in which to volunteer
- Equal Opportunities: ensuring you and all who work with the Trust are free from discrimination
- Training: appropriate training and guidance for your role
- Hours: a maximum expectation of one day or two half-days per week, plus ad-hoc events if you wish

## Your Commitment to Us

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Volunteering is a partnership, and we want it to feel that way. We ask that you bring the same values to your role that we bring to ours, honesty, reliability, and a genuine commitment to the young people we serve.

- Carry out your agreed tasks, or let us know as soon as possible if you're unable to
- Tell us about any problems or concerns as soon as they arise, however small
- Keep all information about the Trust, our staff, and our clients private
- Treat every service user with sensitivity and without judgement
- Follow the policies and guidelines in this handbook and work within the boundaries of your role
- Let us know your availability; we anticipate volunteers offering no more than one day or two half-days per week, plus ad-hoc events as suits you

## Contact Details

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We want you to feel supported throughout your time with us. Here's who to contact if you need help:

<b>General volunteer enquiries</b>	volunteers@iowyouthtrust.co.uk 01983 529569
<b>HR &amp; people queries</b>	HR@iowyouthtrust.co.uk
<b>NHS eLearning support</b>	Paul Savill : 01983 529569
<b>Safeguarding concerns (urgent)</b>	Speak to your supervisor immediately, or contact the Clinical / Safeguarding Lead
<b>Main office address</b>	114 Pyle Street, Newport, Isle of Wight, PO30 1JA
<b>Website</b>	www.iowyouthtrust.co.uk

## Volunteer Code of Conduct

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The following ground rules put our shared values into practice. Please read these carefully, you will be asked to sign below to confirm you have understood them.

- Always be courteous and professional with service users
- Do not share personal information about yourself with service users
- Do not give clients your personal phone number or home address, or connect with them via social media
- Do not take clients to your home
- Do not loan or borrow anything from a service user
- Do not accept gifts from service users, including money — any gift received, regardless of value, must be reported to the office
- Let your volunteer co-ordinator know if you are running late, so activities can be adjusted
- Give your volunteer co-ordinator reasonable notice if you are unable to continue volunteering, so alternative cover can be arranged

- Report any concerns about a service user to the office promptly — do not attempt to handle these alone
- Always wear your Youth Trust ID badge whilst on any Youth Trust or MHST premises

**I confirm that I have read and understood the above Code of Conduct:**

Name: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

## Joining Us — Recruitment and Induction

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### How We Recruit

Volunteer opportunities are advertised widely to enable broad participation. All appointments are made strictly on merit and in relation to the requirements of the role.

You will be asked to:

- Complete a volunteer application form
- Complete the Mental Health Ally session
- Attend an interview, where this is appropriate to the role. You will be asked a set of structured questions agreed in advance, and all candidates are asked the same questions in the same order
- Consent to a DBS (Disclosure and Barring Service) check at the level appropriate to the role, and provide the required ID
- Provide the details of two references on your personal information form

You will be asked to read, understand, and agree to the values and principles of the Youth Trust, and to sign confirmation that you have read any policies relevant to your role.

If you are unsuccessful, HR will notify you as soon as possible after the process concludes.

### Your Induction

Before you start, or shortly after you begin, you will receive a full induction. This is your opportunity to get to know the Trust, meet the team, and feel prepared and confident in your role.

Your induction will cover:

- Background information about the Trust, including our values and organisation chart
- Health, safety, and first aid information
- A tour of the premises and introductions to the team
- Information and guidance specific to your role
- Issue of your Youth Trust photo ID card to be worn at all times on any Youth Trust or MHST premises
- Completion of your required NHS eLearning modules (see Appendix 2)

Following induction, your supervisor will check in with you regularly. You can raise any questions or concerns at any point with your supervisor or HR.

## The Essentials

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You will need to be aware of the following Youth Trust policies, procedures and standards. Please take time to familiarise yourself with them. Full copies of all policies are available on request.

### Confidentiality

Confidentiality is essential to the basic rights of all individuals and applies to staff, volunteers, and clients. Breaches of confidentiality are taken seriously. There are occasions when a breach is necessary (e.g. where a disclosure is required by law, or where a safeguarding concern arises). If you believe it may be necessary to breach confidence, please discuss this with your supervisor first.

Full details can be found in the [Youth Trust IT Security and Confidentiality Policy and Procedure](#)

### Safeguarding

All volunteers have a duty to promote the welfare and safety of our service users. You may receive disclosures or observe indicators that a young person is at risk. Any suspicion, allegation or incident of abuse must be reported to your line manager on the same working day where possible. They will escalate the concern to the Clinical/Safeguarding Lead and appropriate agency. Safeguarding training will be provided as part of your induction.

Full details can be found in the [Youth Trust Safeguarding Policies, Procedures and Protocols](#)

### Lone Working

We aim to avoid lone working wherever possible. If your role requires you to work alone, please inform someone of where you are going and your expected return time. Do not enter or remain in any environment where you feel unsafe or uncomfortable — contact the office when it is safe to do so.

Full details can be found in the [Youth Trust Lone Working Policy](#)

### Conflict of Interest

Please inform us of any potential conflicts of interest so that decisions can be made in the best interests of the charity. We do not recommend or endorse other organisations; we support people to make informed choices. Report any volunteering, employment, or other circumstances that may constitute a conflict of interest directly to the office.

Full details can be found in the [Youth Trust Conflict of Interest Policy](#)

### Insurance and Liability

All volunteers and staff are covered by Youth Trust public liability insurance to the value of £10 million whilst undertaking agreed duties.

### Equality and Diversity

The Youth Trust is committed to an inclusive community that recognises the worth and dignity of every person. Each member of the Trust community — volunteer, staff, or client — has a responsibility for fair, equal treatment of all. A non-judgmental approach is expected at all times.

Full details can be found in the [Youth Trust Equality, Diversity and Inclusion Policy](#)

### Medicines

Volunteers must never, under any circumstances, directly administer any medicine to anyone whilst volunteering. If you are concerned about a client or service user, contact the Clinical/Safeguarding Lead immediately.

## Smoking

All Youth Trust premises are smoke-free. Smoking (including e-cigarettes and vaping) must take place outside of and away from Youth Trust and MHST premises.

## Allergens — Nut-Free Premises

**⚠ NUT ALLERGY WARNING:** Nuts and nut-containing products are strictly not permitted in any Youth Trust or MHST buildings. Please do not bring nuts or nut-containing food into any of our premises.

## Social Media

Volunteers must never use social media to share private or confidential information about clients or their volunteering role. Inappropriate use of social media can seriously damage the Trust's reputation and may constitute a breach of confidentiality. If in doubt, speak to your supervisor before posting.

Full details can be found in the [Youth Trust Social Media Policy](#)

## Expenses

Volunteers are reimbursed for authorised expenses incurred through their role, including mileage, parking (with receipts), and public transport (with receipts). Expenses must be agreed in advance. Claims must be submitted by the 15th of each month. Late claims will be held to the following month. See Appendix 1 for the expenses policy and claim form.

## Volunteer Accident and Emergencies

If you have an accident in the course of your volunteering, or find yourself in a personal emergency, call the appropriate emergency services first. Once safe to do so, notify the Youth Trust office.

## Governance and Quality

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The Youth Trust is committed to ongoing quality management across all areas of the charity. We carry out quality assurance through:

- Comprehensive volunteer procedures, reviewed on a rolling timetable and updated as necessary
- A board of volunteer trustees, legally accountable for the charity's activities and responsible for strategic direction
- Registration with the Fundraising Regulator, demonstrating commitment to good fundraising practice

## Comments, Compliments and Complaints

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### Client Complaints

We take every complaint seriously, however small. If a client raises a concern with you, listen sympathetically, encourage them to share it, and bring it to the office promptly. Do not attempt to resolve complaints yourself.

### Volunteer Complaints

If you have a concern or complaint, we hope it can be resolved through informal discussion with your supervisor. If the matter is not resolved informally, please ask for a copy of the Youth Trust Complaints Policy.

Full details can be found in the [Youth Trust Comments, Compliments and Complaints Policy](#)

## Whistleblowing

If you discover information that you believe shows serious malpractice or wrongdoing within the charity, please disclose this internally without fear of reprisal. In the first instance, speak to the Head of Counselling and Wellbeing. Do not air concerns outside the charity. Please note that malicious allegations may result in your involvement with the Trust being ended.

Full details can be found in the [Youth Trust Whistleblowing Policy](#)

**Thank you for volunteering with the Isle of Wight Youth Trust. Your contribution to our work and to the young people we support is genuinely valued.**

## Appendix 1 — Expenses Policy and Claim Form

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The Youth Trust is committed to ensuring that volunteers are not out of pocket as a result of their volunteering. The following expenses may be claimed, provided they have been agreed in advance with the volunteer co-ordinator.

### What Can Be Claimed

- Travel by car: 55p per mile (travel to/from Youth Trust offices or approved event venues)
- Parking: actual cost with a dated receipt (lower-cost options are encouraged where possible)
- Public transport: actual cost with a dated receipt (bus, ferry, or rail where pre-agreed)
- Other expenses: must be agreed in advance with a manager

### What Cannot Be Claimed

- Expenses not agreed in advance
- Alcohol
- Personal items
- Expenses outside your agreed volunteer role

### How to Claim

Complete the claim form below and submit it with all original receipts to your volunteer co-ordinator by the 15th of the month. Late submissions will be processed the following month. Payment is made by BACS. Please keep your bank details up to date with HR.

## Appendix 2 — NHS eLearning for Health Platform

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As part of your induction, you are required to complete a set of online training modules via the NHS eLearning for Health (elfh) platform. These are free to access and can be completed in your own time, before or shortly after you begin volunteering.

### How to Register

- Visit the NHSE elfh Hub: <https://portal.e-lfh.org.uk>
- Allow around 10–15 minutes to register
- You will need an email address
- When asked for your role, select: Volunteer (Community)
- When asked for your organisation, enter: IOW Youth Trust
- You will receive an email with your username and an activation link (allow a few minutes for delivery)
- Activate the link and set up your security questions
- Your device will be checked automatically

### Completing Your Modules

- Once registered, use the Search bar at the top of the page and type: volunteer
- You will see a long list of results, you are only required to complete the 5 modules specified by your volunteer co-ordinator
- Click 'Enrol' on the right-hand side to enrol in a module
- Work through the module and complete the knowledge check
- When complete, take a screenshot, a gold label will appear next to completed modules in 'My eLearning'
- Email your screenshot to [HR@iowyouthtrust.co.uk](mailto:HR@iowyouthtrust.co.uk), including your name

If you have any difficulties, please contact Paul on 01983 529569.

## Handbook Information

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