

BARNSLEY COMMUNITY RESPONDERS



GETTING YOU STARTED



INTRODUCTION TO THE BARNSLEY COMMUNITY RESPONDER SCHEME

Getting you started

Thank you for offering to support your community at this extremely challenging time.

This document is intended to give you some general information about the role you could play and provide guidance and information to enable you to volunteer safely and effectively.

Barnsley Council, Barnsley CVS and all its community partners are working towards a coordinated response to Covid-19, so all vulnerable people receive the help that they need, and everyone is safe whilst doing so.

This is where you can help!

How it works

Through the Community Responder scheme you have signed up to, you have been allocated to the area you currently live.

From here, you have now been allocated a named Volunteer Coordinator who will be your main point of contact throughout your volunteering.

The Volunteer Coordinator will talk to you about the tasks and roles needed within your community, based on the current need in that area. You will always have your Volunteer Coordinator to speak to and support you if needed.

Your Volunteer Coordinator will already have provided you with this document and have, or shortly be, introducing themselves to you.

Barnsley Community Responder roles

The following two roles have been identified which would help vulnerable people in your community receive the help that they need and which you can play a valuable role in delivering.

Telephone befriender requirements:

- Can be carried out from home
- Time commitment is flexible but may be 30 minutes once or twice a week chatting to someone who would benefit from a telephone friend
- This role is for someone who loves a good chat but is also a good listener

Reason for role: Loneliness at this time is heightened and the current social distancing measures are particularly difficult for some people. Your calls can make a massive difference to a person's happiness and wellbeing.



INTRODUCTION TO THE BARNESLEY COMMUNITY RESPONDER SCHEME

To start you in this role you will be supported by your Volunteer Coordinator to carry out Safeguarding and Mental Health Support which will be offered as additional support if you request this.

More information and support on carrying out this role will be provided by your nominated Volunteer Coordinator.

Shopping / delivery responder requirements:

- The role will include collecting and delivering essential shopping or food parcels
- Ability to handle money if appropriate
- Use of own vehicle and appropriate insurance may be required
- Understanding of confidentiality
- Friendly and empathetic skills needed

Reason for role: Many people are self-isolating right now. We want to make sure they are still getting the essential items they need at this time.

To start you in this role you will be supported by your Volunteer Coordinator to carry out Safeguarding and Health and Safety - Covid 19 training.

More information and support on carrying out this role will be provided by your nominated Volunteer Coordinator.

Important information and training

In order to support you in your role and keep you and others safe it will be necessary to carry out some initial training relevant to the role you have chosen. You will need to complete this before you can start in either the telephone befriender or shopping or delivery responder role. Please be reassured that your Volunteer Coordinator is on hand to talk you through and support you to complete this.

The mandatory training for Telephone befriender role:

- Safeguarding (Seven minute video)
- Mental Health Support - if requested

The mandatory training for Shopping / delivery responder role:

- Safeguarding (Seven minute video)
- Health and Safety Training - Covid-19 factsheet

And that's it, once you have completed the training, you are now ready to help someone that needs some support!



INTRODUCTION TO THE BARNLSLEY COMMUNITY RESPONDER SCHEME

What next?

Once you have completed your training and chosen the role you want to carry out, your Volunteer Coordinator will be in touch and you will be issued with an ID badge and lanyard, with your unique reference number. You must wear this whilst you are undertaking tasks as a Community Responder. This is to ensure people know they are getting support from a trusted person. If you are no longer available to volunteer you must return your ID badge or destroy it.

Your Volunteer Coordinator will now give you the contact details and name of the vulnerable person you will be supporting. We do not expect Community Responders to be supporting more than two people each. This is something the Volunteer Coordinator will be talking to you about so it's manageable and you can provide the needed support.

Your Volunteer Coordinator will be in touch each week, or more often if required, to see how things are going and to collect some information from you. This information will be about the type of tasks you have carried out, how often, how long it took for example. Don't worry this won't take too much of your time, but it is necessary for Barnsley Council, Barnsley CVS and all its community partners. The information you provide us with give us an invaluable insight into how people are receiving much needed support across the borough.

Further information, support and guidance

As you start volunteering you may find you have more questions, need some advice or something clarifying. Your Volunteer Coordinator will have access to different policies and advice for you should you need it.

This may include, but not limited to the following:

- Expenses
- Volunteering safely
- Emergency situations
- Personal Protective Equipment (PPE)
- Infection prevention
- Handling post, packages or food
- Travelling
- Confidentiality and Data Protection
- Equality, Diversity & Inclusion
- Problem Solving and Complaints
- Relevant Government Guidance

They can also be downloaded by visiting – barnsleycvs.org.uk/volunteering/volunteering-news



INTRODUCTION TO THE BARNSELEY COMMUNITY RESPONDER SCHEME

Confirmation

Your Volunteer Coordinator will talk to you to confirm that you have read and understood this document and the requirements of being a Community Responder and confirm you are happy to proceed.

They will check that you understand the boundaries and responsibilities involved and can safely and competently carry out the role.

If you have any further questions, please refer to your Volunteer Coordinator.

We are so humbled and very proud of Barnsley at its ability to pull together in times of need.

We are exceptionally thankful to you offering your time to support those who need it in our borough.

Thank you



BARNSLEY CVS
PRIORY CAMPUS,
PONTEFRACT ROAD,
S71 5PN.

01226 812183
VOLUNTEER@BARNSLEYCVS.ORG.UK

