

Being a FOSYM Volunteer

WELCOME

Thank you for showing an interest in being a FOSYM volunteer.

Volunteers bring new ideas and creativity to the Charity. They believe in its purpose, enhance its work, and demonstrate loyalty and commitment to the Charity's mission to extend the benefits of a musical education.

This Policy outlines the principles for volunteering with FOSYM and reflects the hopes and intentions of the volunteers and the Charity. It is not contractually binding in any way on either party.

FOSYM: THE CHARITY

The Charity was established more than 20 years ago and its activities have included fund-raising in order to support grants and awards, helping at musical performances by Staffordshire County Music Groups and in County-wide musical competitions for young people. Currently our activity is closely involved with the work of the Staffordshire Music Service (operated by Entrust Support Services Ltd) music service and other partners in The Music Education Hub for Staffordshire, Stoke-on-Trent and Telford and Wrekin.

The Charity is a membership organisation with currently some fifty members. It is managed by volunteers, some of whom are also Trustees from whom are drawn the Chair, Secretary and Treasurer. The Charity holds an Annual General Meeting and presents a report and accounts both to members and to the Charity Commission.

FOSYM relies on voluntary funding and donations as well as the practical help of its volunteers. The Charity is very grateful for the support it receives and would like to thank you in advance for your assistance.

If the rest of this document sounds rather legalistic, it is simply that we need to try to answer any questions volunteers may have as well as making things as clear as we can to the teachers, parents and children whom we seek to support.

RECRUITMENT

The Charity encourages involvement by volunteers from all sections of the community (see our equal opportunities and diversity statements, below). When recruiting volunteers or engaging in any activity, the Charity must protect its own interests, those of the young people it seeks to support and the individuals who give their time as volunteers. It must therefore always be satisfied that volunteers possess appropriate personal attributes and abilities and would be suitable to represent the Charity in that role.

The work in which the Charity is engaged is related to the musical education of young people below the age of nineteen. Volunteers are not acting in '*loco parentis*' since employees of the organisation with responsibility for the event will always be present and volunteers should not be alone with children or accept responsibility for them.

To ensure volunteers have the appropriate expected checks in place to safeguard them as individuals, the Charity and young people, volunteers will be expected to have an up to date Disclosure and Barring Service (DBS) certificate. The DBS certificate will be provided, free of charge, by Entrust, who will require a minimal amount of personal information in order to confirm the volunteer's identity. This information will be held by Entrust and is subject to their data protection policy

The Trustees reserve the right to decline any offers of volunteering.

SAFEGUARDING

FOSYM understands that safeguarding is the responsibility of everyone involved with young people and as such has the following guidelines for volunteers

If a child discloses to you that they do not feel safeguarding

- Listen but do not promise confidentiality
- Do not give an opinion
- Reassure the child that they have done 'the right thing'
- Do not examine or take photos of any injuries
- Do not investigate the situation yourself

Do not delay in reporting

Immediately inform the named volunteer co-ordinator and the organisation with responsibility for the event.

In an emergency, always call 999

Patrons: Tasmin Little OBE, Dougie Boyd, Prof. Yvonne Howard. Mrs Margaret Hassall BEM

INDUCTION AND SUPPORT

New volunteers will be made to feel welcome and will be provided with the relevant information they need to carry out their role successfully. On commencement of an event or task, volunteers will receive specific induction / instruction as required.

There will be a named dedicated volunteer co-ordinator available at all events. This may be a Trustee or a member of the organisation with responsibility for the event

EXPENSES

All volunteers accept the tasks at their own expense. Where possible, potential expenses which may be incurred will be outlined on 'request for help' letters and emails. These may include the cost of travel to an event, car parking and the need to provide personal refreshments.

HEALTH AND SAFETY

FOSYM is committed to the health and safety of volunteers. Risk Assessments are available for all events through the organisation with responsibility for the event, and are acted on for the safety of volunteers, children and other adults. Volunteers will be informed of any additional risks in order to remain safe, and they will be expected to remember their duty of care to others, and not to act in a way that may endanger others.

It is the Charity's intention to ensure volunteers do not continue beyond a point where volunteering may affect their own or other people's health and safety. Therefore, they may decide it would be necessary to reduce or cease their volunteer contribution.

We know that performance activities involving large numbers of children can sometimes seem daunting. If you have any concerns about anything, please talk immediately with the named volunteer co-ordinator or any other member of staff present.

In order to ensure Volunteers well-being is considered, FOSYM will require emergency contact information to be collected and held on file by the Trustee volunteer co-ordinator. Emergency contact information will be shared with the organisation with responsibility for the event.

FOSYM has a Data Protection Policy to which volunteers should refer.

CONFIDENTIALITY

All volunteers are expected to abide by the Data Protection Act 2018 and to maintain confidentiality of all information to which they may have access as part of their role.

It may be helpful for volunteers, at specific events, to share contact numbers. This shall only be with the consent of the volunteers concerned.

The unauthorised use or disclosure of personal information is a criminal offence. Volunteers must not enquire into nor pass on personal information about individual children.

FOSYM holds basic information for Volunteers including: Name, Address, Contact Telephone Numbers, Email Address, Emergency Contact Number, DBS Number and date of DBS check.

FOSYM has a Data Protection Policy to which volunteers should refer.

INSURANCE

All volunteering activities are accepted at volunteers' own risk although events are always in public venues and would be covered through the Public Liability Insurance of the organisation with responsibility for the event.

EQUAL OPPORTUNITIES AND DIVERSITY

FOSYM operates an equal opportunities and diversity policy for both staff and volunteers and believes that no-one should be treated less favourably than anyone else because of their gender, marital status, sexual orientation, social class, race, ethnic origin, religious belief or disability.

We are committed to diversity in all areas of our work and believe that we can learn from diverse cultures and perspectives

RESOLVING PROBLEMS

Any problem should be dealt with as quickly as possible by the named co-ordinator on the day, a member of staff of the organisation with responsibility for the event or a FOSYM Trustee.

Any problems will be reviewed and discussed with the organisation with responsibility for the event on a regular basis.

FOSYM has a Complaints Policy to which volunteers should refer.

THE RESPONSIBILITIES OF FOSYM

- Match the needs of the Charity with the skills, knowledge, experience and motivation of the volunteer
- Recognise that successful volunteer involvement should incorporate the individual's motivation, aspirations and choices
- Ensure that volunteers receive appropriate information and support to carry out their roles
- Ensure that volunteers have access to a member of the employed staff of the music service or schools for support and guidance
- Respect volunteers, listen and learn from what they have to say implementing a friendly and supportive atmosphere, aiming to make volunteering enjoyable
- Try to resolve fairly any complaints or problems

OUR EXPECTATIONS OF VOLUNTEERS

- Report to the Trustee volunteer co-ordinator if they are unable to carry out the duty they have volunteered to do.
- Maintain and uphold the good name and reputation of the Charity and the organisation with responsibility for the event.
- Ensure a flexible approach towards volunteering activities
- Aim for high standards of efficiency, reliability and quality in all aspects of their contribution.
- Respect the needs for confidentiality whenever they have access to restricted Charity information
- Co-operate with the volunteer team, listen and learn from what they have to say, and achieve the aims of the Charity
- Take care of their own health and safety whilst volunteering, and that of others who may be affected



Current process for securing volunteers for an event

- In September, information requested regarding venues / events / dates / tasks numbers of volunteers required by Trustee Volunteer Co-ordinator from Entrust staff. This is updated termly or as necessary.
- Volunteer grid created by Trustee volunteer co-ordinator and confirmation requested from Entrust staff, that the information on the grid is correct.
- Request put out to all Trustees and volunteers on our list, by the Trustee volunteer co-ordinator.
- Trustee Volunteer co-ordinator to collate all responses, send thanks for offers to volunteers and keep Entrust staff informed of progress.
- Three weeks before individual events, information issues re venue / tasks / times / named volunteer co-ordinator and number requirements confirmed with Entrust staff.
- Two weeks before the events – volunteers all confirmed including tasks required / timings / volunteer list for the event including named volunteer co-ordinator for the event if appropriate, and in some cases allocation of tasks and times as requested by Entrust staff
- Day of the event – volunteers arrive and carry out tasks required
- Thanks for support sent out by volunteer co-ordinator as soon after the event as possible with a request for feedback regarding volunteer numbers, tasks, times etc
- Volunteer meeting called by Entrust staff as appropriate to discuss events and issues to be considered in the future or (if sooner) a report to Trustees at the following Trustee meeting through a standing Agenda item