

SEN-den Volunteer Management Policy

SEN-den is a not-for-profit community interest company, working to support families in Enfield with young, autistic children. The organisation is run by volunteers, including our Directors, our Service Manager, Lubna Reid, and our helpers in the office and at family play and support sessions.

This policy sets out three areas:

1. Procedures for recruiting and onboarding volunteers.
2. Our volunteer code of conduct.
3. How we will deal with breaches of the code of conduct.

1. Recruitment and Onboarding of Volunteers

SEN-den welcomes applications from all potential volunteers to support our work, in adherence with our Equal Opportunities Policy. We use the recruitment form linked below to collect information about any prospective volunteers.

<https://forms.office.com/r/VdiMrgY64R>

If there is a fit between the volunteer support we are looking for and your skills and availability, we will invite you to attend a face-to-face interview with us. We will ask you to bring along two forms of ID and where applicable, your DBS certificate.

If we agree that you will begin volunteering with SEN-den, and you do not have an up-to-date DBS certificate, then we will ask you to undergo a DBS check at ECYPS. [DBS | ECYPS](#)
DBS checks for volunteers costs £15 and can take two to three weeks to be completed. You will not begin volunteering at SEN-den, until we have received your DBS clearance.

Before you begin volunteering, we will ask you to complete Safeguarding Training. ECYPS and EVA are two local organisations that offer volunteers at local charities and community organisations free Safeguarding Training, and we will aim to book you onto their next course. [Training | ECYPS](#) and <https://enfieldva.org.uk/safeguarding-children-and-young-people/>

If, however the dates for their next courses are too far away, we will find you an online alternative, most likely provided by the NSPCC. We will cover these costs.

Once you have completed external training, then we will begin your internal induction process which will include going through our internal safeguarding procedures, our volunteer code of conduct, and practicalities like how to claim volunteer expenses.

Once this onboarding process has been completed, then you can begin working as a SEN-den volunteer, either in your office role, or supporting our family activities.

2. Volunteer Code of Conduct

SEN-den's Volunteer Code of Conduct maps out what is expected of you at all times.

This includes how you work with families accessing SEN-den's services (both parents and children), other volunteers, therapists, practitioners, any other organisations, or individuals involved with SEN-den's work and members of the public who you interact with in your role as a SEN-den volunteer.

By following it you will be able to check that you are doing the right thing and behaving in the right way and adhering to SEN-den's organisational values which include:

SEN-den's core values are:

- **Accessibility** – all families needing SEN-den's support should be able to hear about and access at least some of our services either face-to-face or online.
- **Inclusivity** – all parents and children under 8 in Enfield who are affected by autism, irrespective of background, income, language, whether they are pre- or post-diagnosis will have an opportunity to benefit from SEN-den's services. Mothers tend to engage more naturally with SEN-den's activities, but fathers are equally encouraged to participate.
- **Co-operation** – SEN-den works constructively alongside other service providers in Enfield, to ensure the families can benefit from a range of joined-up support services. SEN-den is not run by autism "experts" and we do not offer specialist autism advice to families; instead, we signpost families to other local / national services better equipped to advise them.
- **Quality** – SEN-den offer a good quality, safe, friendly service and information that is accurate and appropriate for families.
- **Learning-by-doing** – We are a relatively young organisation and our model is innovative. This means we are breaking boundaries and exploring new territory and we may make mistakes. Any input or feedback we receive from clients, positive or negative, matters to us. Wherever necessary and possible, we will actively learn from our mistakes.

As a SEN-den volunteer you must always:

- Be a good role model with behaviour and an attitude that are in line with our values as an organisation.
- Comply with all applicable UK laws and guidance that apply to our work.
- Make sure you follow SEN-den's policies and procedures and keep informed of updates. Any questions or gaps in your understanding, please ask Lubna.
- Be responsible and accountable in the way you perform your role.

- Be fair and treat everyone with respect and dignity in accordance with our Equal Opportunities Policy.
- Respect privacy in line with our Data Protection and Safeguarding Policies; you must ensure that any sensitive or confidential information that is disclosed to you by a family, a volunteer, a therapist, or practitioner is dealt with in strict accordance with these policies.
- Communicate in an open and respectful way, whether in person, by phone, writing or digital media.
- You must not act fraudulently or dishonestly, or do anything which brings, or is likely to bring, SEN-den into disrepute or have a negative impact on SEN-den or its reputation.

3. Breaches of SEN-den's Volunteer Code of Conduct

Where someone does not follow SEN-den's Code of Conduct, it is known as a breach. If someone believes you have acted in a way that breaches this Code, they are entitled to let us know and we will formally investigate.

When SEN-den's Directors consider that a volunteer may not have met our expectations, an investigation will be carried out to establish whether those concerns are dismissed or upheld.

As part of this investigation procedure, we will give the volunteer details in writing of the behaviour being investigated and how it fails to meet our expectations. Where possible, we will provide any evidence relied on and explain what will happen next in the investigation process.

Following the outcome of an investigation by SEN-den's Directors, SEN-den will consider what actions to take. This will depend on the seriousness of the issue and the likelihood of the volunteer exposing SEN-den to risk if they continue in their role during or after the investigation.

The Directors have the right to determine that you will not be able to continue volunteering with SEN-den. Whatever their decision, the outcome will be formally communicated to you in writing.