



NEW FOREST HOMES FOR UKRAINE

Volunteer Handbook

This handbook describes the arrangement between New Forest Homes for Ukraine CIC (NFHU) and you. We wish to assure you of our appreciation of your volunteering with us and will do the best we can to make your volunteer experience with us enjoyable and rewarding.

Volunteers are an important and valued part of NFHU. We hope that you enjoy volunteering with us and feel a valued member of our team.

This handbook tells you what you can expect from us, and what we hope from you. We aim to be flexible, so please let us know if you would like to make any changes and we will be happy to discuss these with you.

NFHU Background and Purpose

NFHU is a voluntary organisation incorporated as a Community Interest Company. It is a non-profit social enterprise with a statutory asset lock.

There are two UK Government refugee schemes;

- Ukrainian Family Scheme
- Homes for Ukraine Sponsorship Scheme

The Ukrainian Family Scheme permits British nationals and people with settled status to sponsor family members in Ukraine to come to the UK.

The Homes for Ukraine Sponsorship Scheme allows Ukrainian nationals to stay with a sponsor in the UK for up to 6 months. The Ukrainian nationals will be able to stay in the UK for 3 years and be able to work and access benefits and public services.

Anyone in the UK can volunteer to host, and 100,000 registered in the first 24 hours. However hosts can only apply to sponsor a specific family or individual (guest). As a result many potential hosts will be frustrated because they cannot connect with a family or individual seeking refuge.

The purpose of NFHU is to bridge the gap;

- to provide a matching service between sponsors (hosts) and refugees (guests)
- to provide continuing support to hosts and guests to assure a successful match and to help guests establish independent lives in the New Forest area.

Our Commitment to You

NFHU commits to the following for its volunteers:

1. Induction and training

- To provide information on the work of NFHU, the team and your role. This may be through referring you to information on our website, informal discussions and emails. If needed we will provide a task description to clarify the detail of your role.
- We are happy to discuss and, if needed, provide training you may need to meet the responsibilities of your role.

2. Supervision, support and flexibility

- To explain the standards we expect for our services and to encourage and support you to achieve and maintain them;
- To provide a named contact person who you can meet with as needed to discuss your volunteering and any successes and problems;
- To do our best to help you develop to your volunteering role with NFHU
- To provide cover where we can for your role when needed

3. Safeguarding You and Others

- Our Safeguarding policy is available on our website along with training material. We ask that you familiarise yourselves with this if your work involves contact with hosts or guests.
- You may be asked to complete a basic DBS check for which we will reimburse you. Unfortunately, legislation does not allow us to do this on your behalf. Only if you are working with children, unaccompanied by their parent or guardian, can we apply for an enhanced DBS check on your behalf.
- Where necessary we will carry out risk assessments (which may include lone working arrangements) that we will ask you to sign. These may be kept by us or a third party if you carry out your volunteering on their premises.

4. Insurance

- To provide insurance cover for volunteers whilst undertaking voluntary work approved and authorised by us.

5. Inclusion and Diversity

- To ensure that all volunteers are dealt with in accordance with our Diversity and Inclusion policy.

6. Problems

- We will try to resolve fairly any problems, grievances and difficulties you may have while you volunteer with us;
- In the event of an unresolved problem, you may request an opportunity to discuss the issues with your contact person or an alternative director.

Your Commitment to Us

We expect our volunteers to:

- Help NFHU fulfil its objectives and work as part of our team to deliver our support services;
- Perform their volunteering role to the best of their ability;
- Follow the organisation's procedures and standards in relation to its staff, volunteers and clients;
- Follow the procedures and standards of other organisations whilst volunteering on their premises
- Maintain the confidential information of our organisation and of our clients, in line with GDPR regulations;
- Meet time commitments and standards agreed to except in exceptional circumstances, and to give reasonable notice so that other arrangements can be made;
- Apply for a basic DBS check if requested and to provide referees as agreed who may be contacted,

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