



Volunteer Pack

Worcester Snoezelen project – Volunteer policy

Mission Statement:

The Worcester Snoezelen project aims to provide a multi-sensory leisure, therapy and music service for people of any age who have physical, sensory or learning disabilities and their families or carers.

What is the Worcester Snoezelen project?

The Worcester Snoezelen project is a multi-sensory leisure environment containing a variety of areas which provide stimulation through the senses. The project is made up of a fairly small team consisting of:

- The manager
- The finance manager
- The deputy manager and project co-ordinator
- The support co-ordinator
- The music co-ordinator
- The music assistant co-ordinator
- The general assistant
- The cleaner

Volunteer roles:

Volunteer roles will vary depending on the areas in which you will be working and the basis on which you will be volunteering. We have examples of volunteer roles, detailing areas where a volunteer would be needed, but the Snoezelen project is a fairly flexible environment and roles can be adapted around the individual skills, experience and interests that volunteers have.

At the start of a volunteering period, volunteers will be given information about their role, this will be a working document and adaptations can be made to accommodate changes in volunteers' interests, time, experience and skills. These will also be matched with the needs of the project.

Recruitment

The Worcester Snoezelen feels that having an official recruitment pack is too formal for the way we run, however anyone interested in volunteering is invited to come and have a look around the premises and discuss volunteering opportunities. If you decide that volunteering at Snoezelen is something you would like to do there is one form that will need to be completed which will include information on who we should contact in an emergency and any vital information we may need to know. Volunteer placements will initially be on a 3 month trial basis. Police checks will be carried out as needed, depending on the role description.

Qualities

It would be an advantage for volunteers to have the following qualities:

- Kindness
- Understanding
- Gentle approach
- Experience of working with people with disabilities
- Good communication skills – possibly including knowledge of various forms of communication e.g. BSL, PECS
- Interest in people
- Flexibility
- Ability to undertake tasks as part of a group and as an individual
- Reliability

Induction and training

- Each volunteer will receive information about our health and safety, equal opportunities and confidentiality policies. This will also include details of our general guidelines
- Each volunteer will receive a copy of their role description. This will include
 - Purpose of their role
 - Availability or time commitments
 - Location
 - Qualities and skills required
 - The activities they will be carrying out
 - Their main contact and supervisor
- Each volunteer will be shown around the centre and will be introduced to all staff

There are no specific training requirements needed for volunteering at Snoezelen.

Support

Volunteers will receive supervision support as needed and will be arranged by their supervisor. The Snoezelen centre is open from 9am-7pm Monday to Thursday and from 9am-4pm Friday where someone will be happy to answer any questions, queries or provide information and assistance as needed.

Health and safety

Volunteers will be made aware of any specific health and safety issues relating to their roles along with:

- How to report an accident and record it
- Access to our risk assessments
- There is a copy of our health and safety policy in the staff handbook which volunteers will have access to
- Any personal safety issues that may need to be considered

Confidentiality

The Snoezelen centre has a duty of confidentiality to the people who use the service - both client and those who support them. All information relating to service users should be treated as confidential. At no time should personal details relating to a client be discussed away from the workplace. The same applies to information regarding matters of Snoezelen business.

Insurance

Volunteers will be covered by our employers' liability insurance whilst they are on the premises. It is unlikely but it is the responsibility of the volunteer to inform their motor insurance company that they are using the car whilst volunteering.

Grievance procedures

Hopefully this will not be an issue but if there is anything that a volunteer feels unhappy with or wants to complain about the first port of call will be their supervisor. If this is inappropriate then either the manager or the deputy manager should be the person to see. There will be a trial period (for longer term placements) which should hopefully assess whether the role is working for the volunteer and Snoezelen.

Snoezelen general guidelines

The people for whom Snoezelen provides a service have an inherent right to the respect of others. They should not have to earn it through the acquisition of skills or by socially acceptable behaviour.

Sensitivity and awareness are key words. Volunteers should take note of the following points:

- In order for Snoezelen sessions to be enjoyable and therefore beneficial it is vital that an atmosphere of trust is generated
- It is not useful to make assumptions or rely too heavily on the opinions of others as to the appropriateness of a specific activity or piece of equipment for a particular person
- People will enjoy Snoezelen at their own perceptual level and should be given the freedom to explore and make choices as and when they feel safe to do so
- People must be given time to formulate their responses to the sensory environment and decide for themselves the level at which they wish to participate – or not
- Clients will relax and enjoy the environment if they feel safe and in control
- There may be occasions when people will be overwhelmed by too much sensory stimulation, a more directive approach may then be appropriate
- Snoezelen creates an atmosphere of equality in which communication difficulties can often be greatly reduced but remember to watch for sudden changes of mood or facial expression which may indicate pleasure or displeasure
- Remember to respect peoples personal space – try not to step over people who are on the floor, let someone know if and why you are going to move them and try to let them know where they are being moved too
- Snoezelen is all about sharing a pleasurable experience in whatever way the client feels comfortable with

These guidelines are also adhered to by the Snoezelen staff and form part of the Snoezelen ethos.

Volunteer vital info

Name:

Contact Details:

In case of emergency contact:

If there is anything that you feel we may need to know please provide details here: