



## VOLUNTEER HANDBOOK

The Braveheart Association is a Scottish Charitable Incorporated Organisation

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**Volunteer Handbook**

Everything you need to know for volunteering with Braveheart

**Thank you**

**We can never say this enough**

**We thank you for your time, energy, willingness and commitment to  
help make life better for many people**

# Contents

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<b>Hello and Welcome</b> .....	3
Our Vision, Mission, and Values .....	4
<b>Organisational Chart</b> .....	5
<b>About Braveheart</b> .....	6
Volunteering with Braveheart .....	7
Supporting Volunteers .....	8
<b>Essential Policies and Procedures</b> .....	10
Health and Safety .....	10
Accident/Incident Report .....	10
Volunteer Expenses .....	11
Travelling by Car .....	11
Confidentiality .....	11
Publicity .....	11
Representing Braveheart .....	12
Equality, Diversity & Inclusion .....	12
Resolving Issues .....	12
Safeguarding .....	13
<b>Your Achievements</b> .....	13
<b>Recognition</b> .....	13
<b>Moving On</b> .....	14
<b>Volunteer Induction Checklist</b> .....	15
Photo Authority .....	17
Volunteer Confidentiality Policy .....	17
Volunteer Agreement .....	18

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## Hello and Welcome

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Thank you for choosing to volunteer with The Braveheart Association. We are delighted that you have decided to join our team as a volunteer, and we hope that you enjoy your time with us.

We value our volunteers and want everyone to enjoy being part of Braveheart. By donating your time, skills and experience you are making our services possible.

We want to do all we can to help you settle into your role and this handbook will give you some useful information about volunteering with us. You will be allocated a “named contact” person who you should get in touch with if you have any further questions or suggestions. Your named contact will be another member of staff and will be your development officer, the volunteer coordinator or general manager of Braveheart.

This handbook is a useful reference tool. It gives you background to who we are and what we do, an understanding of the roles and responsibilities of our volunteers and a summary of our policies and procedures that we have in place to support and protect you. Please ensure that you read all the information contained in the handbook and sign the appropriate documentation. These documents must be submitted to your named person as soon as possible.

Our policies and procedures that relate to our volunteers ensures we maintain the highest possible standards, meet our legal responsibilities and ensure we provide a consistently high level of support to those in our communities who use the Braveheart services now and in the future.

## **Our Vision, Mission, and Values**

### **Our Vision**

Every adult in Scotland with, or at risk of a long-term condition has access to a programme of health improvement such as that developed by Braveheart.

### **Our Mission**

To provide a framework of active support and encouragement for adults and their families, with any long-term condition, and those at risk of developing a long-term condition and to promote their current and future wellbeing.

In line with this mission, Braveheart involves volunteers directly within the organisation to:

- Contribute to the delivery of our services.
- Ensure that we are responsive to the needs of our service users.
- Offer opportunities for participation by individuals who might otherwise be excluded.
- Provide different skills and perspectives.

### **Our Values**

Our work is driven by our principles of honesty, openness, and respect for both individuals and the communities with whom we work.

With thanks for all your support

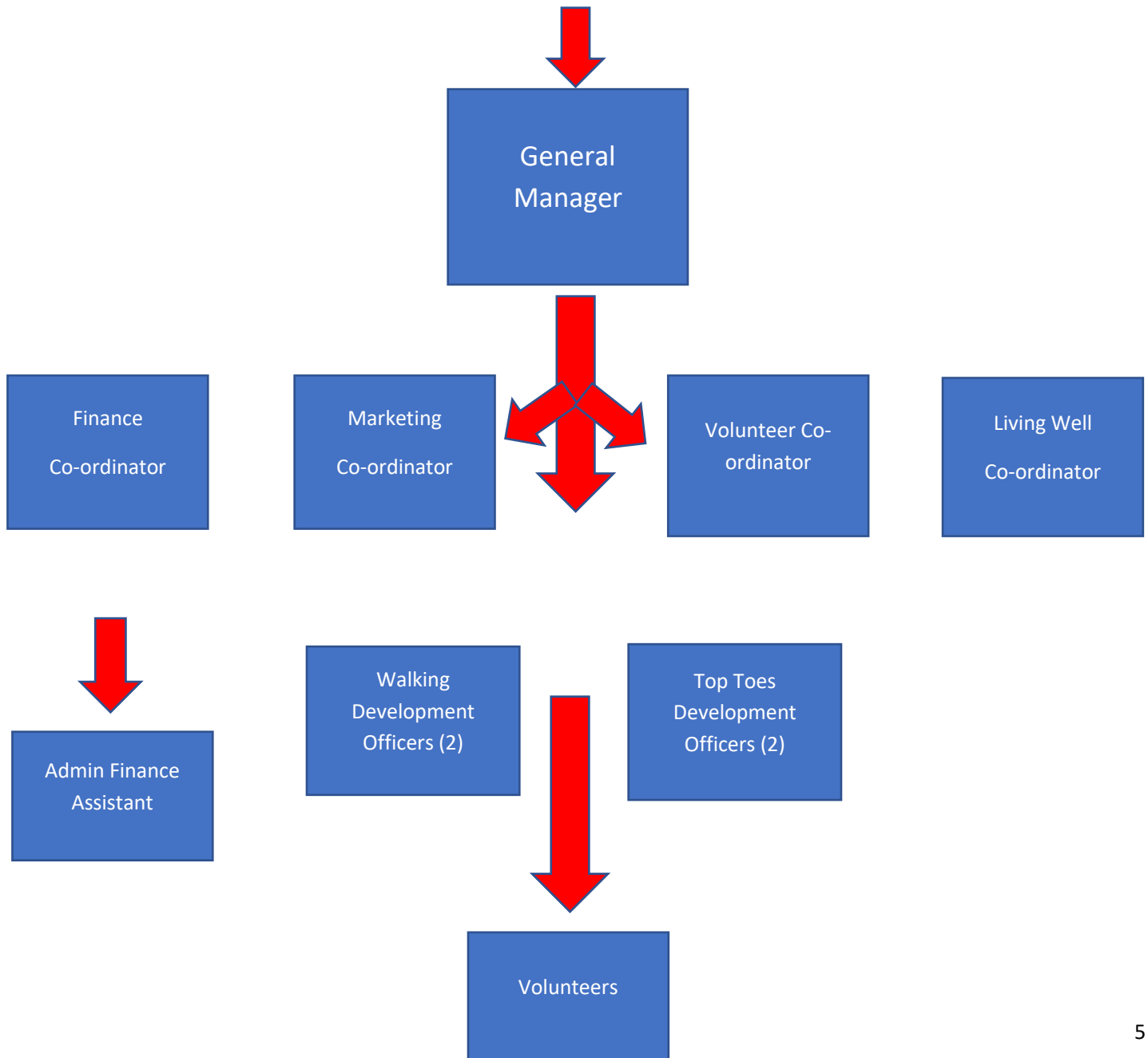


Anne Black

General Manager, The Braveheart Association

# Organisational Chart

As of June 2023



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## About Braveheart

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Braveheart is a registered charitable organisation in Scotland with its head office in Falkirk Community Hospital, working across Forth Valley. We support people with or at risk of developing long term health problems and all people are welcome to our services. As a result, we hope that people can achieve a healthier and more fulfilling life.

Since 2003, the Braveheart Association has delivered an increasing number of innovative health and well-being services. Focusing on early intervention, we help people address risk factors associated with ill health particularly weight and exercise. We also support those facing social isolation, which has increased following the Covid-19 pandemic.

Our activities, which range from health walks and exercise groups to healthy living groups, self-management support for long term health conditions, stress and weight management support groups are delivered by our dedicated staff and volunteer teams. We also provide an affordable toenail cutting service throughout the Forth Valley.

Together, we listen to those we help, supporting them to develop their own solutions at their own pace. Our services evolve in line with local, regional and national health improvement policy and priorities. Braveheart works hard to help create more resilient individuals and to build healthier communities across Forth Valley.

### Our services

We provide support and services to all adults living in Forth Valley in particular, but not exclusively, to those with or at risk of developing long-term health problems, highlighting how they can achieve a healthier and more fulfilling life.

**Braveheart Living Well Programme:** designed to support participants to reach personalised lifestyle goals relating to; healthy eating, increasing physical activity, alcohol reduction, smoking cessation, managing health conditions and stress and achieving a healthy weight through flexible support options including talks, workshops and group sessions.

**Braveheart Health Walks:** support adults, of all abilities, to become more physically and socially active within the community. Our friendly and welcoming walks promote social inclusion within the community, encourage the use of green space and raise awareness of the benefits of active travel within your local area.

**Braveheart Top Toes:** provides a personal toenail clipping service to anyone who has no underlying medical conditions that requires NHS treatment but is unable to cut their own toenails. Clients can receive regular toenail clipping by an NHS Trained Personal Footcare Volunteer. There is a small charge for this service.

**Braveheart Connections Hub:** our Connections Hub is situated in Falkirk's Howgate Centre to reach the heart of our community. This drop in hub is open to everyone who would like information or support to improve their health. We run a variety of health and wellbeing activities, events, and groups throughout the year, so keep an eye on our website or social media for more detail.

## Volunteering with Braveheart

We see volunteering as a reciprocal relationship between Braveheart and the people who volunteer, one that is built on mutual trust and respect. We believe it is important therefore to set out clearly what we expect from you and what you can expect from us.

### Our Commitment to You

#### We will:

- Always treat you with respect, consideration, and appreciation
- Ensure you have a clear idea of your responsibilities whilst volunteering. You will be properly inducted into your role
- Provide relevant training, support and information for you to carry out your volunteering role
- Provide you with support through regular meetings or discussions, appropriate to your individual needs, abilities, and skills
- Communicate with you and keep you informed of possible changes
- Offer you fair, honest, and timely feedback on your contribution
- Provide a safe, friendly environment for you to volunteer in
- Recognise and celebrate your successes

### Volunteer Responsibilities to Braveheart

#### Volunteers will:

- Commit to our organisational objectives and to abide by our principles and values in all activities
- Perform your volunteering role and key responsibilities, as outlined in your role description, to the best of your ability
- Participate in training, in line with your job role, and as identified through support and supervision sessions
- Keep yourself regularly informed about our policies and procedures
- Act in the best interests of service users supported by us and work in a manner that is empowering and motivating to enable service users to achieve their personal outcomes
- Follow service reporting requirements, as set out in your volunteering role, and maintain regular contact with your named contact person, informing them if your contact details change
- Provide as much notice as possible if you are unable to fulfil your volunteering commitment, or if you no longer wish to volunteer



## Volunteering Opportunities

At Braveheart we have a variety of volunteer roles. These include:

- **Walk Leaders:** researching and leading suitable health walks
- **Living Well Leaders:** promoting healthy lifestyles by inspiring others to take a more active role and make positive choices around their health and wellbeing
- **Top Toes Foot Care Assistants:** personal toenail clipping service
- **Top Toes Receptionists:** supporting administration for Top Toes clinics
- **Fundraiser:** working as part of the Fundraising team raising vital funds for Braveheart
- **Board Members:** responsible for the effective governance of Braveheart

Please note as a volunteer you may wish to undertake several roles, or you may choose only to carry out certain roles where you have specific skills or have special interest.

See our full Volunteer Role Descriptions: <https://braveheart.uk.net/volunteering/>

## Supporting Volunteers

### Support and Supervision

Providing support and supervision to our volunteers is important to us. We want you to feel comfortable and confident in your role and you will have a named contact person for ongoing support during your time with us. Your named contact will be another member of staff and will be your development officer, the volunteer coordinator or general manager of Braveheart. They will be approachable and available if you have any needs, concerns, questions, or ideas. This support can be offered in person, on the phone or online, depending on the nature of your role.

There will be opportunities for catch-ups with your named contact person to review your volunteering and to update you on what is happening within Braveheart.

## **Induction**

Your service named contact person will introduce you to the Braveheart staff and volunteers you will be volunteering with. They will also provide more detail about the sections in this handbook. Please use this opportunity to ask any questions and highlight any areas where you would like further training and support.

Each volunteer will receive a copy of the Volunteer Handbook and a copy of their Role Description and a Volunteer Agreement containing full information about their chosen area of involvement, their responsibilities to Braveheart and the charity's expectations of them.

## **Training**

All Volunteers will be offered comprehensive training to allow them to undertake their specific role, and the Association will provide ongoing training to develop, update and refresh Volunteers' knowledge and skills.

It is the responsibility of the staff contact person to identify and address the training needs of individual volunteers and these will be reviewed regularly. Training offered will be relevant to the role.

There is a responsibility for individual volunteers to undertake and complete the training necessary to carry out their specific role.

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## Essential Policies and Procedures

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As a volunteer, you'll need to be aware of the following policies and procedures. Please take a few minutes to have a read through and familiarise yourself with them.

### Health and Safety

We are committed to ensuring your wellbeing and safety while volunteering for us. Any activities carried out on a voluntary basis are covered by the same health and safety legislative requirements as those carried out by our staff. It is therefore important that you understand and accept your personal responsibility towards promoting and maintaining health and safety standards in order to provide a safe working environment for all.

For further details about health and safety, please see our Health and Safety Policy:

[BH Health & Safety Policy.pdf](#)

### Accident/Incident Report

It is a requirement that any accident or injury that occurs whilst in the course of volunteering for Braveheart, either onsite, or offsite must be reported promptly to your named person, or to the General Manager if their staff contact person is not available.

All accidents must be recorded in an accident book, either by the development officer, the General Manager or the most senior person present at that time. All significant accidents will be brought to the attention of the General Manager and to the Board.

For further details about health and safety, please see our Health and Safety Policy:

[BH Health & Safety Policy.pdf](#)

## Volunteer Expenses

We want to make sure that volunteers are not out of pocket or financially worse off as a result of their involvement in volunteer activities. We will reimburse volunteers for any reasonable out-of-pocket expenses incurred whilst volunteering with us.

Volunteers are required to complete expenses forms each month; these are available electronically or in hard copy and should be submitted within a few weeks of incurring the expense. Payment will be processed once per month.

Discuss with your contact person what you can claim for public transport or using your own car and the importance of keeping receipts and records of where you have been.

## Travelling by Car

It's important to note that if you're involved in an activity for Braveheart that involves using your car, even travelling to and from a venue, you must inform your own car insurance company.

Most insurance companies agree to cover car journeys for volunteers at no extra charge. We require all volunteers to check this with your own insurance company. Your car insurance will not be covered by Braveheart.

## Confidentiality

Volunteers must maintain confidentiality during their time with Braveheart. There is a confidentiality policy attached to this document. Therefore, when you sign the Volunteer Agreement on the last page of this handbook, you are signing a confidentiality declaration.

## Publicity

From time to time Braveheart will ask volunteers and service users if they agree to having their photograph taken for use in one of our publications, such as the charity's annual report or to depict services or projects for publicity materials. Similarly, we may wish to include quotes from volunteers and service users or to involve them in publicity events for campaigning. In all such cases service users will be approached by a staff member and asked to sign a permission slip granting permission to us.

It is important that volunteers do not photograph or record service users (audio or video) without prior permission.

If you are happy for photographs and videos of you to be used, please sign and return the [Photo Authority](#) form included within the Handbook.

## Data Protection

Before we can collect, store, or use data about an individual, the data protection law and the General Data Protection Regulation (GDPR), requires us to ensure that we have that individuals consent to do so. The way we do this is by making sure we work within data protection regulations. You may in your volunteer role with us have access to and handle the personal information of the people you are helping. It's vital that you are aware of those regulations. Training will be provided to make sure you understand your responsibilities with GDPR.

Your contact details will be kept on a database and accessed only by appropriate staff. Your application form, references, emergency contact details will be kept securely.

## Representing Braveheart

When carrying out voluntary work for Braveheart you are also a representative for the organisation. You are responsible for presenting a positive image of Braveheart and must share our values of honesty, openness, and respect.

If you are ever unsure about how to respond to a query, during the course of your volunteering, please ask your **named person** for tips and guidance.

## Equality, Diversity & Inclusion

The Braveheart Association operates an Equal Opportunities Procedure that applies to both volunteers and paid staff. Braveheart is committed to treating everyone fairly regardless of their race, colour, nationality, ethnic or national origins, gender, marital status, sexual orientation, religion or beliefs, age, disability or caring responsibilities.

## Resolving Issues

If you have a problem or concern about any aspect of your volunteering role, it is important you speak to your named person as soon as possible for advice and support. If your concern is about your named person, you can also speak to the General Manager.

We take the concerns of our volunteers very seriously and will make every reasonable effort to resolve them at the earliest opportunity.

## Safeguarding

As a charity that works with vulnerable adults, we have a duty to ensure that those who benefit from our support are not harmed in any way and we expect all our staff and volunteers to share in our commitment to safeguarding and the welfare of the people who use our services.

All Braveheart volunteers will be asked to participate in safeguarding training. This will equip you with the safeguarding skills to act appropriately and confidently to protect vulnerable people you may come into contact with.

If your role involves working with particular groups or individual people, you may be required to be a member of the PVG (Protecting Vulnerable Groups) Scheme. Should prospective volunteers not already be members we can support their application.

Read the full Braveheart **Safeguarding Policy**: [BH Safeguarding Policy.pdf](#)

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## Your Achievements

During your time with Braveheart, you will keep us up to date with your volunteering by regularly filling out a simple volunteer satisfaction survey. This information will help us share the impact volunteering can have in making life better for our service users.

It will also enable us to feedback to you about the success of the volunteering programme as a whole, as well as your own individual achievements.

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## Recognition

We appreciate and value our volunteers. During the year our volunteer programmes have functions and events where volunteers are invited to come together and share their stories and experiences. These are just some of the ways we thank our volunteers for using their time to give back to the community.

Another way we sometimes show our appreciation is by honouring long serving volunteers with recognition for their various service milestones.

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## Moving On

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We understand that your availability can change over time, please speak to us if you would like to change your role or time commitment.

If you do decide to leave or want to put your volunteering on hold for a while, all we ask is that you let us know as soon as possible. You are under no obligation to serve a notice period and we thank you for the support you have been able to provide. We will kindly ask for you to complete an Exit Interview, which can be completed via email or in person.

All volunteers can request a reference from their staff contact person for use in applications for employment, education, or other volunteering opportunities.

## Volunteer Induction Checklist

**Volunteer's Name:**

### Welcome to The Braveheart Association

	Additional information	Date complete	Responsible person
Welcome to the Braveheart Association (BH)			
The mission statement, values, the history and future plans.			
Details of our client/user group.			
Roles of volunteers within the Braveheart Association			
Roles of staff within BH			
How decisions are made within BH			
Introduction to other volunteers.			

### Welcome to your volunteer role:

	Additional information	Date complete	Responsible person
Introduction to the volunteer role and what you will be doing.			
Talk through the volunteer role description.			
Discuss what the BH expects of you and what you should expect in return.			
Discuss any concerns about the role.			
Give details of training to be undertaken and the timescale for this, what commitment is involved and the reasons for this, especially if there is any compulsory training.			
Agree the support available to you, who this is from, in what form, and how often.			
Discuss the boundaries of your role, including to whom you are accountable and whether you will be working alone, or in a team. We will provide guidelines for example on what to do if asked by clients to perform additional tasks or offered a gift by clients.			



Provide a copy of your role risk assessment and discuss what you will need to do to be safe and comply with the insurance.			
Check proof of driving licence and insurance, if applicable.			
Information on volunteer meetings, communications, and social events.			
Discuss the purpose of the volunteer agreement.			
Identify the named person for you to contact.			
Provide ID badge, any equipment or uniform.			
Set a review date to talk about how your volunteering experience is going.			

**Welcome to the policies and procedures:**

	Additional information	Date complete	Responsible person
Provide information on policies and procedures within BH and how to access them.			
Promote the importance of equality, diversity and inclusion and refer to BH's own policy.			
Provide information on who to contact in an emergency and ensure that BH has obtained your emergency contacts.			
Talk through the Health and Safety Policy			
Fire exits; location of break glass points and extinguishers; emergency evacuation procedures and weekly alarm test; fire marshals.			
First Aiders and location of First Aid kits.			
Accident procedures explained.			
Building entry and security outlined.			
Your own responsibilities for health and safety.			



## Photo Authority

I agree to the Braveheart Association using my photograph in promoting the work of the service.

Signed .....

Print Name .....

Date .....

## Volunteer Confidentiality Policy

The Braveheart Association has a strict confidentiality policy. During the course of your volunteering activity, you may have access to information of a confidential nature. This could be as simple as having access to other volunteer’s details, which you may be adding to our database, or overhearing a member of staff talking with a volunteer over the phone.

When someone gives us any confidential information, they need to be sure that we will not pass this to anyone else without their prior permission.

The only exception to this is if you have been party to any information that raises concerns about the safety of others. We have a duty of care and all such concerns must be reported to your **named person**. If they consider the issue to be a safeguarding issue, they will report it the safeguarding officer who is currently the General Manager of Braveheart.

# Volunteer Agreement

I have discussed the contents of this Volunteer Handbook with my named person. I understand the information contained and agree to conduct myself accordingly.

Signed .....

Print Name .....

Date .....