

Volunteering at West Sussex Music

Here at West Sussex Music (WSM) we believe that all children should have access to high quality musical opportunities. Without the help of volunteers assisting at our Music Centres, at events, and off-site visits and without supporters raising much-needed funds, we would not be able to maintain the current range of provision for young musicians.

West Sussex Music has been here for children and young people, their families, teachers, and schools for more than 60 years providing high quality and inclusive music education and performance opportunities across the county. We work with a group of partner organisations, schools, young people, and stakeholders from different sectors to develop our collective vision for accessible and inspirational music education.

Our future depends on our ability to meet the needs of young people and we can only do this with the help of our volunteers. Your gift of time and energy is invaluable to our activities, and we hope is a rewarding one for you too.

This volunteer policy provides you with essential information for volunteering with West Sussex Music. If you have any questions about your role, please speak to the member of staff with whom you are working. General suggestions about the management, organisation, and deployment of volunteers are welcomed.

I look forward to welcoming you to our team of volunteer supporters and hope you find your contribution to improving opportunities for children and young people an enjoyable and rewarding experience.

Thank you for considering volunteering with West Sussex Music to *changing lives through music!*

James Underwood



**Chief Executive
West Sussex Music**

Volunteering Policy

Introduction

Volunteers bring a commitment and enthusiasm to enhance the musical opportunities we offer. West Sussex Music (WSM) welcomes and encourages volunteers from our students' parents and carers and from the wider musical community.

The types of activities that volunteers engage in include:

- Assisting at events and concerts
- Helping at Music Centres
- Accompanying visits
- Assisting at projects
- Becoming a fundraiser

Volunteer recruitment process

The process for taking on a Volunteer is:

1. Completion of the Volunteer Application Form.
2. A meeting with the relevant WSM manager to ensure the potential volunteer is suitable and understands the role and responsibilities.
3. An Enhanced DBS check is undertaken by WSM.
4. Satisfactory references.
5. Complete an induction session to WSM policies, including Health and Safety, Safeguarding, and Data Protection Policies.
6. Completion of the Volunteer Agreement which sets out our expectations of volunteers and to confirm they have received a copy of this Agreement.
7. Volunteers are required to provide basic personal information for our records which is kept in a central place within the Trust and in compliance with the Data Protection Act.

Becoming a volunteer

Anyone wishing to become a volunteer, either for a one-off event or on a more regular basis, must complete the Volunteer Application Form with their contact details, types of activities they can offer, and the times they are available to help. A member of WSM staff will then make contact for an initial discussion.

Supervision

All volunteers work under the leadership of a member of WSM staff. Teachers always retain ultimate responsibility for students, including the students' behaviour and the activity they are undertaking. Volunteers must be given clear guidance from the member of staff as to how an activity is to be carried out and of the expected outcomes. In the event of any query or problem regarding the understanding of a task, student behaviour or their welfare, volunteers must seek further advice/guidance from the member of staff.

Safeguarding and child protection

WSM is committed to safeguarding children, young people and vulnerable adults and expects its volunteers to share that commitment. Information on our [Safeguarding Policy](http://www.westsussexmusic.co.uk/safeguarding-children) is found here www.westsussexmusic.co.uk/safeguarding-children

The welfare of our students is paramount. To ensure the safety of our students, we adopt the following procedures:

- All volunteers are given a copy of the Volunteer Policy and asked to sign a Volunteer Agreement.
- All volunteers must have been cleared by the enhanced Disclosure and Barring Service (DBS). The enhanced DBS Disclosure will be issued to the individual by West Sussex Music.
- Any concerns a volunteer has, about child protection issues, must be referred immediately to the supervising manager.

Health & safety

The WSM Health & Safety Policy must be followed by volunteers. A member of WSM staff will ensure that volunteers are clear about emergency procedures, eg. fire alarm evacuation, and about any safety aspects associated with particular tasks, eg. using equipment or manual handling). Volunteers need to exercise due care and attention and report any obvious hazards or concerns to the designated manager. Volunteers are covered by WSM Public Liability Insurance.

First Aid

You will be informed if any child in your group has medical needs. If medicine needs to be administered, this will be done by a member of staff unless you are the parent/carer of the child who requires medicine, in which case you will be asked to administer this and be responsible for carrying the medicine. All other medicines and first aid box(es) will be carried by staff.

Emergencies

In case of an emergency, you are expected to inform the supervising manager as soon as possible and follow their instructions.

Confidentiality

Volunteers are bound by a code of confidentiality. Any concerns that volunteers have about the children and young people with whom they work must be voiced with the supervising manager and NOT with the parents of the child. Volunteers who are concerned about anything that may affect their duties should raise the matter with the supervising manager or an appropriate senior member of staff. Any information gained about a child or adult should remain confidential. The WSM Data [Protection Policy](http://www.westsussexmusic.co.uk/data-protection-policy) is available here www.westsussexmusic.co.uk/data-protection-policy

Complaints procedure

Any complaints made about a volunteer will be referred to the Chief Executive Officer or appropriate senior member of staff, for investigation. Any complaints made by a volunteer will be dealt with in the same way. The Chief Executive Officer or designated member of staff reserves the right to take the following action:

- To speak with a volunteer about a breach of the Volunteer Agreement and seek reassurance that this will not happen again.
- Offer an alternative placement for a volunteer, eg. helping with another activity.
- Based upon the facts identified in the investigation it may be necessary for West Sussex Music to inform the volunteer that it no longer wishes to use them.



Monitoring and review

This policy has been approved by the Board of Trustees and will be regularly reviewed and updated.