

SAFEGUARDING VOLUNTEERS POLICY (for client-facing volunteers)

Support and Care for client-facing volunteers

Volunteers themselves may experience challenges working with vulnerable clients. This could be because of inappropriate demands being placed upon them by clients (innocently or otherwise) or simply from exposure to the distressing experiences of some clients, whether in the past or currently. The Launchpad Collective (TLC) is committed to supporting, resourcing and training those who work with vulnerable adults and to providing regular supervision and wellbeing support.

The Volunteer Handbook guides volunteers with their interactions with clients. These guidelines are intended to assist in establishing appropriate boundaries for the volunteer when supporting the client. These guidelines, which may on occasion appear restrictive, are an important safeguard for volunteers in their work. Inappropriate behaviour covered by these guidelines include client requests for financial or material assistance, being contacted outside agreed times and being asked for support in non-employment related matters.

Training will be provided for all volunteers on maintaining appropriate boundaries in their work by TLC. Volunteers with concerns about the behaviour of their clients should contact their line manager as set out below under the section entitled "Contact".

Emotional wellbeing

In addition to the regular volunteer supervision carried out online, volunteers are encouraged to discuss with their line managers any concerns they have about their own emotional well being in their course of their work with vulnerable clients (see below under Contact).

What to do as a volunteer if you hear distressing information:

Allow the individual to talk and express how they feel.

Listen sympathetically whilst limiting what you say as this will allow them to share their experiences.

Offer a befitting/appropriate response to the individual's needs and circumstances, for example "I'm so sorry to hear this", and maybe ask if there's anything you can do to help.

If the individual is very upset, consider ending the session or taking a break. If you are concerned, make sure to let your Department Lead or Khrystyna Khryptek our Safeguarding Second Lead know and if it is an emergency where the individual is in immediate danger, call 999 (see Safeguarding vulnerable adults policy).

Although it is unlikely that the individuals we work with will be in any danger or harm, it is still important to be alert when working with vulnerable individuals

Contact

Volunteers who have concerns of any sort about their work with a client should first contact their line manager (Rabab, Work Ready English wearetlcwelcome@gmail.com Mariam, Tailored Support tlcmariam@gmail.com) or Daria, Self Employment/ Start your own Business wearetlcdaria@gmail.com) or if the case is urgent and the line manager is not available they should contact our Volunteer Coordinator, Khrystyna Khryptek (launchpadbrighton@gmail.com)