



**VOLUNTEERING AT YMCA PORTADOWN**

# INFORMATION BOOKLET





# CONTACT DETAILS



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## PHONE

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## WEBSITE

[www.ymcaportadown.com](http://www.ymcaportadown.com)



**VOLUNTEER CO-ORDINATOR**

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Youth Worker

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Education  
Authority



Charity Registration Number NIC105739, HMRC Charitable Tax Ref: XN45820, Company number: NI 15660





who are we  
**TODAY**

## COMMITTED TO MAKING A DIFFERENCE

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**YMCA Portadown is known to have been established in 1903.**

YMCA Portadown provides evening youth work programmes as well as after-school and summer clubs.

YMCA Portadown puts a strong emphasis on community cohesion and empowering young people to be informed while making positive decisions. Furthermore, we have key partnerships with local schools and community partners within the area.

YMCA Portadown's key purpose is the social education and personal development of young people regardless of their race, national origin, gender, sexuality, disability or religion.

### **It is achieved by:**

- Valuing and respecting young people as individuals
- Creating a sense of belonging and association
- Developing relationships with young people
- Providing young people with the opportunity to influence and make decisions within the YMCA
- Enabling young people to take more control of their lives
- Creating opportunities in which young people can learn, develop and grow as individuals
- Be active in all issues that affect their own lives, their community and society
- Be involved in and influence a changing society



## ORGANISATIONAL CHART

# NATIONAL COUNCIL OF YMCA'S OF IRELAND

This organisational chart highlights the current structure of the YMCA in Portadown.



## THE NATIONAL EXECUTIVE







**This Code of Behaviour/Conduct has been developed to set out the clear expectations YMCA Portadown has for its staff and volunteer team. This code of conduct exists to ensure that both those participating and YMCA are held to the highest standards.**

## YMCA PORTADOWN CODE OF BEHAVIOUR/ CONDUCT

### **STAFF AND VOLUNTEERS ARE EXPECTED TO DEMONSTRATE A CONSISTENT COMMITMENT TO EQUAL OPPORTUNITIES AND TO YOUNG PEOPLE:**

- By being honest with, and showing respect for, young people.
- By respecting the confidentiality of the young person and by being clear and open when confidentiality cannot be maintained.
- By offering challenging and exciting experiences which are undertaken responsibly in a safe environment
- By recognising unacceptable behaviour and taking action which enables change to take place

### **STAFF AND VOLUNTEERS ARE EXPECTED TO DEMONSTRATE A CONSISTENT COMMITMENT TO THEMSELVES AND COLLEAGUES:**

- By being honest with, and showing respect for colleagues
- By respecting and keeping appropriate levels of confidentiality.
- By working and planning to the best of their ability within the constraints of their association, or allocated responsibilities.
- By only working alone when immediate support is available and /or the Health & Safety of the Young People are at Risk.
- By offering support to colleagues and seeking it when necessary.



**STAFF, AND VOLUNTEERS ARE EXPECTED TO DEMONSTRATE A CONSISTENT COMMITMENT TO EDUCATING MEMBERS, VOLUNTEERS AND STAFF**

- By leading by example and setting good, positive role models:
- Not using language, which is racist, sectarian, sexist or abusive.
- Dressing appropriately to the occasion, task, and company present.
- Not smoking, drinking alcohol, or using other illegal substances whilst on duty and working with young people.
- By creating an environment within which young people can feel safe and learn.
- By enthusiastically seizing all learning opportunities either programmed or otherwise.
- By fully implementing the aims and objectives of YMCA
- By behaving appropriately whilst wearing YMCA Branded clothing or accessories.
- By participating fully in the agreed programme set out and maintaining good levels of attendance throughout.
- Engage in purposeful discussions and conversation in a respectful manner ensuring positive dialogue on a range of issues regardless of your own view.

**I CONFIRM THAT I HAVE READ AND ACCEPTED THE RESPONSIBILITIES LAID OUT IN THIS CODE OF CONDUCT AND I WILL ENDEAVOUR TO ADHERE TO THEM AT ALL TIMES.**

**PARTICIPANT SIGNATURE**

**DATE**



**Volunteers sit at the heart of our team, undertaking a variety of roles that benefit some of Portadown's valuable and at-risk young people as well as the communities in which they live. Irrespective of the role you undertake there are a core set of skills that we require from volunteers. We're not looking for experts; we'll be providing training and support.**

**WE ASK THAT POTENTIAL CANDIDATES ARE ABLE TO DEMONSTRATE:**

- Effective communication skills, enable you to engage with staff and young people from a range of backgrounds.
- The ability to operate in a safe manner, with consideration given to both the physical and emotional welfare of children and young people
- Reliability, so that both young people and staff can invest in you and you in us
- Non-judgmental and empathetic approach, so that children and young people feel valued in your presence
- The ability to act as a positive pro-social role model, demonstrating positive values and behaviour that young people can model their behaviour on
- A commitment to equality and diversity, recognising the different needs of people from across Portadown
- To be able to recognise young peoples distress and allow them the time and space to participate as appropriate

**OUR VISION FOR VOLUNTEERING WITHIN YOUTH SERVICES IS TO:**

- Bring volunteers into the heart of the team, giving you a role in shaping the Service
- Provide meaningful opportunities for volunteers development and experiences by supporting you in taking on a variety of roles within the Service, including generic opportunities and more challenging roles depending on your availability and suitability
- Provide access to free quality training and development opportunities
- Provide a framework for supervision and support on a 1-2-1 or group basis
- Recognise and celebrate the contribution(s) that you make within your role
- Create a community focused on improving opportunities and support for young people comprising paid staff, volunteers, partnership working and members of other agencies

volunteering  
**WITH THE YM**



## WHAT WE AIM TO PROVIDE YOU

Youth Services aim to provide the following throughout your time as a volunteer:

- Consistent support and regular supervision
- Meaningful development opportunities both self-directed and supported
- Updates for your skills/knowledge through the Volunteer Training Programme
- Fair and constructive feedback
- Regular and effective review of practice
- Social opportunities for all volunteers to come together to share knowledge and experiences
- Opportunities to celebrate your volunteering through celebration events, social media etc
- To resolve any problems in a quick and efficient manner following an appropriate procedure to protect you, the young people you work with, colleagues & Youth Services
- Additional support to maintain your volunteer status

## WHAT WE ASK YOU TO PROVIDE AS A MEMBER OF OUR TEAM

We ask that you, as a volunteer, will:

- Contact either the Volunteer Co-ordinator if you encounter any problems with volunteering.
- Operate, at all times, in a professional manner that promotes the best interests of young people, and that reflects positively on the YMCA.
- Be punctual, consistent and reliable
- Contact your supervisor at your volunteer placement at the soonest opportunity if you are unable to attend a particular session.
- Attend a minimum of three face to face supervision sessions each year. If you require supervision at any time you are able to request this from your supervisor.
- Attend a minimum of one training session a year or self-development sessions
- Be committed to the safeguarding of young people
- Adhere to policies in relation to confidentiality and personal integrity
- Wear your ID badge at all times when undertaking YMCA business
- Inform YMCA Portadown of any changes to your personal circumstances that may impact your suitability for your volunteering role (ie: criminal convictions, cautions, warnings, reprimands or your availability)





# WHAT TO EXPECT

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## ACCESS NI

It is a requirement that all adults working alongside young people have a current Access NI check. If you have any spent convictions, cautions, warnings, reprimands or restorative justice pending we encourage applicants to 'disclose' information at the interview stage.

If you receive any criminal convictions, cautions, reprimands, convictions, warnings, restorative justice or pending cases it is important that you inform us.

## CONFIDENTIALITY

As a YMCA volunteer, you will encounter confidential information about a young person or young people. Furthermore, a young person may disclose information to you that they wish to remain confidential.

The parameters of confidentiality must be explained at your first meeting with a young person, or prior to them disclosing confidential information.

Further information relating to confidentiality is located in the procedures document.

## TRAINING AND DEVELOPEMNT

YMCA Portadown is committed to the professional development of its staff; voluntary and paid. All volunteers will have access to regular supervision opportunities where training needs can be identified.

All new volunteers receive Volunteer Induction Training and then when their volunteering has started we will email you free training opportunities and this will be offered on a first-come first-served basis.

## I.D BADGES

All volunteers will be issued with an I.D Badge when they start volunteering. When you leave your role as volunteer you will be asked to return your I.D badge to us.

## CELEBRATION

As a volunteer with YMCA Portadown, we will send you bulletins via email to inform you of news, training and other opportunities and all volunteers are invited to recognise and celebrate your invaluable contribution.





# what is SUPERVISION

Supervision is an integral element in ensuring that YMCA Portadown provides you with effective support; recognise your developmental needs and promote the best possible outcomes for our service users – the young people you will be working with.

The supervision that we provide takes two separate forms:

## **1. Group Supervision meetings**

Provides an opportunity for people to come together to discuss changes to policy, service issues, legislation changes and potential ways in which the various roles can be developed. We will also integrate developmental elements into these sessions. Hearing what's working well and perhaps not so well is beneficial for all volunteers and provides an opportunity for peer support and sharing your own experiences. This is a great way to share your experiences and knowledge with new volunteers.

## **2. One-to-one supervision**

This should be a face-to-face meeting. This will provide a more structured opportunity to recognise and discuss your contribution to the service. YMCA Portadown will endeavour to provide a high level of contact with you (for example following up Appropriate Adult call outs or by checking that a youth session is going well). Although most volunteers will access the group supervision sessions we will also provide supervision at your request if you have encountered a practice issue or have experienced a stressful or traumatic incident.



## CHART

# VOLUNTEER RECRUITMENT PROCESS

This shows the possible routes of recruitment and selection of volunteering onto youth programme.

**APPLICATION REQUEST**

Information pack provided

**APPLICATION**

Informal chat about volunteering

VOLUNTEERS  
DECIDED NO OR  
NOT YET

**APPLICATION**

Registration onto scheme

**SELECTION**

Programme assigned

**SELECTION**

Carry out Access NI if required

**VOLUNTEERING**

Induction training

**VOLUNTEERING**

Supervision and Review meetings

VOLUNTEERS MAY  
LEAVE

RECOGNITION OF  
VOLUNTEERS

# HOPES & FEARS

List some possible Hope's and Fears for your volunteering experience, be honest and reflective - it will be a great tool to revisit this at the end of the project

## HOPES

## FEARS





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