



# Essential Guidance for our Self-employed team members and volunteers.

All The information you need including our Lone Workers Policy and expectations for staff conduct and behaviour are included.

It is essential that you read and understand this guide which applies to all personnel including volunteers.

<b>Guide Content</b>	<b>Page</b>
Welcome to Above and Beyond	3
Our Website	4
Role description for Group Workers	5
Role Description for Coaching and Mentoring Workers	7
Safeguarding	9
Financial Aspects	11
Your Support	11
Lone Workers Policy and Procedures	12
Confidentiality and Data Protection	17

## **Welcome to Above and Beyond.**

This publication will provide you with essential guidance you will need as a member of the Above and Beyond team.

## **What do we do . . .**

We work with young people, communities and the organisations who support them.

We offer opportunities and activities to engage young people and communities. All our activities are designed to enable young people to grow and become positive caring citizens and the communities they live can be better places to be in.

Above and Beyond also offers adults and organisations training to enhance and develop their work with young people and communities

We also offer project management and consultancy services to organisations looking for solutions to community issues, project challenges and issues.

## **Our Story, Beliefs and Values**

Above and Beyond – Developing Potential CIC was established by two JNC nationally qualified Youth and Community Workers, Andrew Lake and Colin Laws. They are the owners and Directors of this community interest company

They wanted to establish a non-profit making organisation that is really committed to positively developing young people and the communities they live in.

Everyone at Above and Beyond works to a clear set of values and beliefs:

- We will endeavour to go Above and Beyond for young people and their communities to enable them to learn, gain skills and knowledge.
- We want every young person to maximise their potential both as individuals and a community member.
- We will be non-judgemental in our approach.
- We will listen too, care and support everyone we work with.
- We will treat everyone equally whilst respecting and valuing difference.
- We believe the young people's voices are important to listen too – we will therefore help and support them to give their opinions and thoughts about the things that affect them.
- We believe a professional relationship between a Youth Worker and a young person is critical in creating positive change.
- We believe carers, parents and communities are potentially important agents of change.
- We believe communities can address their own problems with support and encouragement.
- We believe that all young people should have access to youth work support whenever they need it. Above and Beyond will work hard to establish good youth provision within communities that need it.

## **The Above and Beyond Website**

We have an easy to use public website.

**[www.aboveandbeyondcic.org](http://www.aboveandbeyondcic.org)**

It is important that you familiarise yourself with the website. You will need to look at it often – it is an active site with a newsfeed that will keep you informed about future activities and events we are involved in.

Please ensure that agencies, parents, carers and young people we are working with look at the site.

Agencies and organisations can find on our website comprehensive information that they can use such as referral forms, risk assessments, activities, staff qualifications and so on.

The website also informs yourself and all the people we are working with about who our workers are – you will be expected to have your photo on the site along with a short article about yourself.

### **The Staff Area on the website.**

This is located by clicking the About Us button at the top of the front page. This area is confidential and only to be accessed by staff – you will be provided with a security access password to the staff area. Please do not tell other people about it. It is critical that you use the staff area.

In the staff area, you will find a host of information and all the essential administrative forms that support and help you.

The staff area contains all our safeguarding reporting forms and policies, young people appointment cards, intervention record keeping forms, our unique soft indicator forms, mileage claim forms, parental consent forms, accident forms and so on.

## ROLE DESCRIPTION FOR GROUPWORK SESSIONAL YOUTH WORKER SELF EMPLOYED & VOLUNTEERS



### Overview of Responsibilities

Above & Beyond run several youth projects and schemes for young people aged 11 to 25, their families and communities.

The sessions involve leisure, recreational and education activities.

The responsibility of the Youth Worker is to run these sessions under the direction of the Company Directors.

This involves planning and leading sessions, managing sessional Youth Workers and or Volunteers, and evaluating and reporting on outcomes.

Maintaining high professional standards to ensure the wellbeing and safety of the young people is of paramount importance in this role.

The specific hours worked may vary depending on the projects being run, and regular evening and some weekend work is required.

More specifically, the Youth Worker is responsible for managing and carrying out the following nonexclusive list of activities.

- Leading sessions
- To care and make paramount the welfare of the children and young people we work with.
- To communicate where necessary with Parents, carers and other family members.
- To ensure buildings used are kept clean and tidy or has we found them.
- Devising programmes of leisure, recreation, education and other activities.
- Encouraging the participation of young people in the planning and implementation of their own activities.
- Managing and fully participating in the activities of these programmes.
- Facilitating the young people to be as independent as possible.
- Facilitating evaluation of sessions by young people and staff and monitoring the overall effectiveness of programmes.
- To gather evidence of the impact of our work from the young people's families and communities.
- Communicating with users and their families and carers about the services.
- Ensuring the safety and wellbeing of all the young people always.
- Keeping Young People's information up to date
- Working within the values, policies and procedures of Above and Beyond especially those concerned with child protection and promoting equal opportunities.
- Attending supervision sessions with the Directors, staff-meetings and training sessions.
- Supporting and co-operating with the team to ensure that the objectives of the organisation are delivered efficiently.
- Maintaining basic and accurate financial record keeping

- Working to a planned budget
- To be familiar with the organisational policies and procedures of Above and Beyond and can implement them efficiently and effectively.

## **PERSONAL SPECIFICATION**

### **Essential**

- An interest in and commitment to Above and Beyond.
- To be passionate and have enthusiasm about working with young people and their families.
- Experience of youth work or working with young people.
- Aware of the issues that can affect young people, their families and communities.
- Able to build professional, guiding, developmental relationships with young people.
- A sound understanding of safeguarding and current safeguarding theory and good practice.
- An understanding of Health and Safety issues.
- A good track record of successfully delivering projects or services.
- Self-motivated, flexible and able to work with little supervision.
- Experience of working with Volunteers.
- Able to work as part of a small team.
- Good communication skills.
- Basic ICT skills.
- Experience of planning projects, monitoring progress and managing risks.
- To have a sound understanding of the importance of confidentiality.
- Have a sound understanding of equality and anti-oppressive practise.

### **Desirable**

- least Level 3 (or equivalent) qualification in youth work or a related discipline.
- Performance skills, arts and crafts, sports, music, cooking, and any other skills that may benefit our organisation.
- Driving license.

## DESCRIPTION FOR COACHING AND MENTORING SUPPORT SESSIONAL YOUTH WORKER SELF EMPLOYED & VOLUNTEERS



### Overview of Responsibilities

Above & Beyond run Coaching and Mentoring support sessions for referred young people aged 11 to 16 The post holder will also have active support and interaction with the young people's families.

The post holder will also support and interact with other professionals or agencies who are working with the family or young person. This could involve attending case conferences or other meetings.

The sessions will involve the post holder in establishing, building, maintaining a professional guiding and educative relationship with the referred young people. Sessions could involve leisure, recreational and education activities. The role will also see the post holder developing a wide range of activities that will enable the young person to build their personal resilience and establish for themselves a positive and better future. So, sessions that address issues such as anger, bereavement, anxiety, poor social skills, low self-confidence and so on will be designed and delivered by the post holder.

The responsibility of the Youth Worker is to run these sessions under the direction of the Company Directors.

This post holder will plan and lead sessions and evaluating and reporting on outcomes. The work will be needs driven. The Post holder will make active use the Above and Beyond Soft Indicator assessment tool.

Maintaining high professional standards to ensure the wellbeing and safety of the young people is of paramount importance in this role.

The specific hours worked will vary depending on the availability and needs of the young people. Some evening and weekend work maybe required.

More specifically, the Youth Worker is responsible for managing and carrying out the following nonexclusive list of activities.

- Leading and developing sessions
- To care and make paramount the welfare of the children and young people we work with.
- To communicate where necessary with Parents, carers and other family members.
- To ensure buildings used are kept clean and tidy or has we found them.
- Devising programmes of leisure, recreation, education and other activities.
- Devising programmes of personal development activities that address issues such as poor anger management, social skills, anxiety, lack of self-confidence etc
- Encouraging the participation of young people in the planning and implementation of their own activities.
- Managing and fully participating in the activities of these programmes.
- Facilitating the young people to be as independent as possible.

- Facilitating evaluation of sessions by young people and monitoring the overall effectiveness of activity
- To gather evidence of the impact of our work from the referred young people and their families.
- Communicating with users and their families and carers about the services whilst maintain professional confidentiality in line with Above and Beyond Corporate policy.
- Ensuring the safety and wellbeing of all the young people always.
- Keeping Young People's records up to date of every interaction
- Working within the values, policies and procedures of Above and Beyond especially those concerned with child protection and promoting equal opportunities.
- Attending supervision sessions with the Directors, staff-meetings and training sessions.
- Supporting and co-operating with the team to ensure that the objectives of the organisation are delivered efficiently.
- Maintaining basic and accurate financial record keeping
- Working to a planned budget
- To be familiar with the organisational policies and procedures of Above and Beyond and can implement them efficiently and effectively.

## PERSONAL SPECIFICATION

### Essential

- An interest in and commitment to Above and Beyond.
- To be passionate and have enthusiasm about working with young people and their families.
- Experience of youth work or working with young people.
- Experience in active partnership working to achieve objectives
- Aware of the issues that can affect young people, their families and communities.
- Able to build professional, guiding, developmental relationships with young people.
- A sound understanding of safeguarding and current safeguarding theory and good practice.
- An understanding of Health and Safety issues.
- A good track record of successfully delivering projects or services.
- Self-motivated, flexible and able to work with little supervision. • Able to work alone and use own initiative
- Able to work as part of a small team.
- Good communication skills.
- Basic ICT skills.
- Experience of planning personal developmental programmes for young people, monitoring progress and managing risks.
- To have a sound understanding of the importance of confidentiality.
- Have a sound understanding of equality and anti-oppressive practise.

### Desirable

- least Level 3 (or equivalent) qualification in youth work or a related discipline.
- Performance skills, arts and crafts, sports, music, cooking, and any other skills that may benefit our organisation.
- Driving license.

## **Safeguarding.**

In the Staff Area on our website, you will find the following:

- Above and Beyond Safeguarding Policy and Statement
- Safeguarding Incident Reporting forms
- Safeguarding Training requirements

It is important that you become familiar with these documents

As a Coaching/mentoring worker you will be a Level Three worker – below is the mandatory minimum training standard we expect you to achieve

### **Level Three Personnel.**

For personnel who have substantial contact with young people and their families. Personnel who will undertake family visits. Personnel who make case work recording and have access to confidential information relating to clients or their families. May well attend professional's meetings to represent the company or too report on their work for Above and Beyond. This will also be a requirement of second and third year JNC students on placement.

### **Requirements:**

- Above and Beyond in house safeguarding training
- Understanding of Above and Beyond Safeguarding Policies and Procedures
- Successful completion of NSPCC's online introductory safeguarding course
- Successful completion of NSPCC's Keeping Children Safe Online course
- Successful completion of Essential Safeguarding course run by Children's Workforce Matters.

[www.childrensworkforcematters.org.uk/essential-safeguarding](http://www.childrensworkforcematters.org.uk/essential-safeguarding)

## Financial Aspects

Travel – Above and Beyond have an easy to use mileage claim form – you will find this in the Staff Area of the website.

- Claims for Mileage must be submitted at least once a month ASAP after the last day of the month and not less frequently than monthly
- Please record the whole days Mileage as one figure, elaborating in the places visited column.
- You can claim mileage from the Base or from your home depending which is ever the shortest distance.
- You can claim for any mileage used for and on behalf of CIC business.
- We will endeavour to pay Mileage claims within 21 days of receipt of the form.
- Anyone conducting and claiming millage on behalf of CIC business will need to have business insurance applied to their vehicle. A copy of the certificate will be required.
- Any bus or train travel can be reclaimed on a Receipt Details Form.

### **Coaching and Mentoring Support costs.**

Above and Beyond give you a budget for each young person you work with.

You can reclaim this back using the 'receipt details form' which is on the staff area part of our website. These must be submitted for refunding no more than one month after accruing the expense.

Above and Beyond like to spend its money on the young people but we will allow workers to buy themselves a reasonably price drink and snack., but budgets do have to be adhered too.

Expenditure limits are:

- One hour or less face to face session – nil budget
- Two-hour face to face session - £5 budget
- Three-hour face to face session - £7.50 budget

You have the freedom to spend your budget on whatever you need. You can even save them up so that you can do a fun activity such has ten pin bowling, but if you are going to spend more the £20 on a young person please discuss with a Director for approval.

### **Groupwork Activity costs**

Above and Beyond will provide groups with activity and equipment funds – please speak to a Director for you what you need.

### **Invoices for your payment**

You are a self-employed worker – please can you ensure you submit your invoices promptly at the end of every month. If you are a coaching/mentoring worker detail on your invoice the hours you have done and with whom and when. We will endeavour to pay all invoices 21 days after submission – usually before.

### **What we pay**

We pay £10 per hour which is well above the National Living Wage.

You will receive payment for record keeping, phone calls, emails and meetings you attend. These aspects of the role should be time limited – we are a small community based business and cannot afford to have staff tied up on administrative tasks for long periods of time. – we expect you to complete recordings after every session and email them to a Director– but you should not be writing reams – supervision meetings will review your recordings and other administration aspects of the role so that you make best use of time.

You will receive payment for attending your supervision meetings.

### **Your Support**

Coaching mentoring workers will receive monthly professional case work supervision. This will look at your cases, associated risks and the support you need.

Groupwork workers also will have meetings to ensure their groups are achieving.

If you need more support request it. Don't suffer from stress – we are one team.

Above and Beyond Directors have a lot of experience of working with young people – they will coach and encourage you, directing you to good resources and ideas you can use. Remember we want you to succeed and enjoy your work.

## Above and Beyond Lone Working Policy and Procedures.

### Introduction

The following policy and procedure has been written to minimise risks for the Above and Beyond team members working alone.

Under the Health & Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999 it is the employer's duty to assess risks to lone workers and take steps to avoid or control risk where necessary. Employees have responsibilities to take reasonable care of themselves and other people affected by their work and to co-operate with their employers in meeting their legal obligations.

The Directors of Above and Beyond will regularly review the Policy and Procedure to ensure its implementation and to ensure that it is relevant to working practice.

### Definition of Lone Working/Lone Workers

Lone workers are those who work by themselves, for example:

- **People in fixed establishments (The Base or any other establishment where we have permission to use or a hire arrangement)** – A team member working alone in an office or other base.
  - People working outside normal hours\*, for example, staff working late etc.

\*normal working hours are defined as 9 am to 5 pm, Monday to Friday
- **Mobile workers and volunteers working away from their fixed base** – A team member who is required to travel alone to and from a fixed base to another place of work or to meetings etc.

Working practices will require personnel to work one to one with children, young people and families.

### Keeping yourself safe

It is your responsibility to keep yourself safe. Staff and volunteers should take all reasonable precautions to ensure their own safety, as they would in any other circumstances.

- Staff and volunteers will not give out to young people and families their home address or personal landline phone numbers. If ever a young person or family discovers such information, the worker should discuss with a Director how best to deal with this.
- Do not have any communication with young people and families through any Social Media. Do not become 'friends' with young person or family – Above and Beyond have an active, monitored closed Facebook group – ask young people and their families to join the group –

you can also add to the Above and Beyond Facebook content. Ask a Director for more information.

- Staff and volunteers are not permitted to take a young person to their home address in any circumstances.
- Contact between staff, volunteers and young people will only take place in 'work' hours. a worker or volunteer is expected to inform a Director of when they are working and where they will be.
- If a member of staff or volunteer encounters a young person or family in their 'own' time pleasantries etc should be exchanged but 'work' issues should not be discussed.
- Dress appropriately and sensibly.
- Try not to hold one to one support sessions at homes – uses public spaces such as cafes or local youth centres. Think visibility.
- If working at the office do not have the door closed.

#### **Staff Behaviour towards young people:**

- Team members will never lend young people money, or give young people money from their 'own' pocket.
- Team members will never sell young people or their families anything, no matter how good the bargain may be to the young person.
- Team members must never buy anything from a young person or their families
- Team members may give young people things 'for free', but strict adherence should always be given to health and safety issues (especially when such gifts include electrical goods).
- Team members should only generally accept gifts from young people (and then only if this is at the young person's initiation!) at special holiday time such as Christmas or at a time when the team member/young person's working relationship is ending. Such gifts should be 'proportionate'; if in doubt at any time what this might mean the worker should consult a Director as to whether receiving such a gift would be an appropriate thing to do. Occasionally it is acknowledged that gifts could be given for good reason outside of these times but they should always be proportionating and regular gift giving should be sensitively but politely discouraged and refused.
- Receiving thank you, birthday or Christmas cards from young people is acceptable. Above and Beyond do allow a team member to give a young person a small birthday gift – this is limited to no more than the £10. Such gifts should be given by the worker, but also on behalf of

Above and Beyond. Thus, the gift or card would say 'from Fred Bloggs, and all at Above and Beyond'. Any other cards would be similarly signed.

- Staff and Volunteers will not be complicit in buying/giving young people and families things which could be illegal or harmful to their health. This will thus include alcohol, drugs and cigarettes.
- Staff and Volunteers will not use aggressive (verbal or physical) language either directly to, or in front of, young people and families. This will especially apply when young people themselves are irate or causing a member of staff and volunteer to feel irate. Instead the worker will act as clearly and calmly as possible at all times.

### **Relationship Building:**

Because of the nature of our work, it will be accepted that Above and Beyond staff and volunteers should behave as a 'human being' towards young people and families, and that in so doing giving out a level of personal information or expressing certain viewpoints will be an inevitable part of developing such relationships. Without this young people could view staff mechanically and without respect.

- However, staff and volunteers should always behave towards young people and families in a professional way, bearing in mind the staff or volunteer is always the professional service giver and the young person and families the service receiver.
- Staff and volunteers will not bring their own needs into a conversation, nor ever leave the young person in a situation where they are worried or concerned about the staff or volunteer.
- Staff and volunteers will never form sexual or personal relationships with a young person whilst that young person is in receipt of our services. Should such a relationship develop with an ex service user, no matter what their age, this must be discussed with a Director.
- Staff and volunteers will never tell young people that it is 'ok' to share secrets. Above and Beyond's confidentiality and safeguarding procedures must be followed at all times.
- Staff and volunteers should remain aware of the needs and issues of the client group with which we are dealing, and the possibility in all such relationship building that certain things could be misconstrued or misinterpreted. Thus, whilst lone working for example is an expectation of the job, awareness should always be shown towards leaving oneself in compromising situations for example seeing young people in bedrooms, condoning illegal behaviour by direct or indirect response, talking in an over familiar way about personal issues etc. Whilst such situations could be 'sprung' on a member of staff. For example, during a home visit finding a young person or family taking drugs/being drunk/inappropriately dressed, and thus initially unavoidable, the worker should find a

pragmatic reason to take themselves out of that situation asap, discussing the reasons for so doing with a young person or family then, or a later date.

- Staff and volunteers should be aware of the potential misconstruing of issues around actual physical contact with young people and families. In general, therefore such contact should be avoided. However, seeing someone in considerable distress or upset, it may only be human to not only be sympathetic but a light touch on the arm or shoulder may naturally indicate empathy and fellow feeling. However once again awareness should be a key factor on the part of the staff or volunteers and any such contact should be professional and in the context of staff or volunteers /young person and or families, not friend to friend or parent to child capacity.

### **Managers Responsibilities and Lone working include:**

- Assess risks for home visits - this is achieved through the referral form which seeks information about known risk. When we get the referral and risks are identified enquiries will be made to gather more information.
- Make sure that all staff and volunteers are satisfied with the safety measures that are in place.
- Hold regular meetings to talk about and evaluate work practices. These meetings will include professional supervision of cases where risk will be assessed.
- Make sure that staff and volunteers are aware of their own safety and they understand that they should leave a situation if they do not feel safe.
- Make sure staff and volunteers get induction training and shadow an experienced member of staff on their first home visit.
- Give guidance about how to carry out a home visit and give them all the necessary information they need.
- Give staff and volunteers guidance about emergency procedures prior to a home visit.

### **Home visiting:**

Before you set out:

- Get information about the family and the location you are visiting.
- Wherever possible, phone to make an appointment for visits. Make sure that the families you are visiting know who you are and what your role is. Make active use of the Above and Beyond appointment card

- If you are unable to keep the appointment at the agreed time, let the family and a Director know.
- Make sure that a Director knows about who, where and when you are visiting. Inform them of the time you expect to finish. Text or phone the Director to inform them you have completed and have left the home.
- If you do not check back with the Director by a specified time we will contact you to make sure you are alright. This should be in place for every visit. Make sure that any changes to your itinerary are known by your line manager.
- If you are uneasy about making a visit ask your line manager for extra support, for example go with a colleague or arrange for someone to call you at a set time.
- If possible, schedule visits to vulnerable areas for particular times of the day, such as morning when parents are around taking children to school, and during daylight hours.
- Dress appropriately for the area or family to be visited, particularly in areas where women are well covered up. Do not wear expensive looking jewellery.
- Wear shoes and clothes that do not hinder movement or your ability to run away in an emergency.
- Make sure that your means of communication (for example mobile phone) and any personal alarms are working and accessible.
- If you drive, make sure that your vehicle has enough fuel, is well maintained and that you are covered by appropriate insurance.

#### **When arriving at a family's home:**

- Assess the situation as you approach and be prepared to abandon or postpone the visit if you doubt your own safety.
- To ensure safe working practices stand well clear of the doorway after ringing or knocking on the front door.
- Always wear your Above and Beyond ID badge.
- Do not enter a location if you feel uneasy about your safety. Make an excuse not to go in if the person answering the door gives you any cause for concern, for example say you have a colleague waiting for you in the car.
- When you enter the building, follow the occupants rather than going in first.
- Stay aware of the behaviour of everyone in the house. Look for any signs or signals that may indicate a potential problem.

- Treat parents' and carers courteously, remember that you are a guest in their home. Have a non-judgmental approach, show sensitivity and give value to each family's culture and circumstances.
- Be aware of professional boundaries and the relationship with the family.
- Refer to the policies and procedures about confidentiality and safeguarding concerns.
- Be aware of time and the family's commitments when on visits and arranging further visits.
- If there is an apparently aggressive animal in the house, ask the householder to put the animal in a separate room. If in doubt, do not enter the house or arrange for an office visit.
- If you are uncomfortable around any animal, be it aggressive or not, ask for the animal to be put in another room during the visit.

### **Emergency procedures:**

While incidents are happening:

- Put your own safety first. Leave a situation if you feel unsafe. Professional codes of conduct do not want you to risk your own safety. It is better to leave and find other ways of providing support to the family.
- If you are sure the aggression is not directed towards you personally and the person simply needs to let off steam at someone about their situation, let the person have their say. Calm them down and then try to talk about the situation and help them to think of ways to deal with the problem.
- Do not use control and restraint techniques. The use of any force by staff could be interpreted as an assault.
- Call for assistance from the Police 999 or a Director
- Recognise the limits of your own ability to deal with a situation and the time when it becomes wise to leave.

### **After incidents have happened:**

- Allow yourself time to recover and, if possible, seek practical support from a Director. Even after minor accidents, feelings may be difficult to control and may affect your ability to deal with any further problems that arise. This is natural.
- Contact a Director to inform them of the incident.
- Fill out an Incident Report Form – make sure you stick to the facts.

### **Confidentiality and Data Protection**

The Above and Beyond Confidentiality and Data Protection Policy is on Staff Area of our website.

It is expected that all workers and volunteers have read and fully understand the policy.