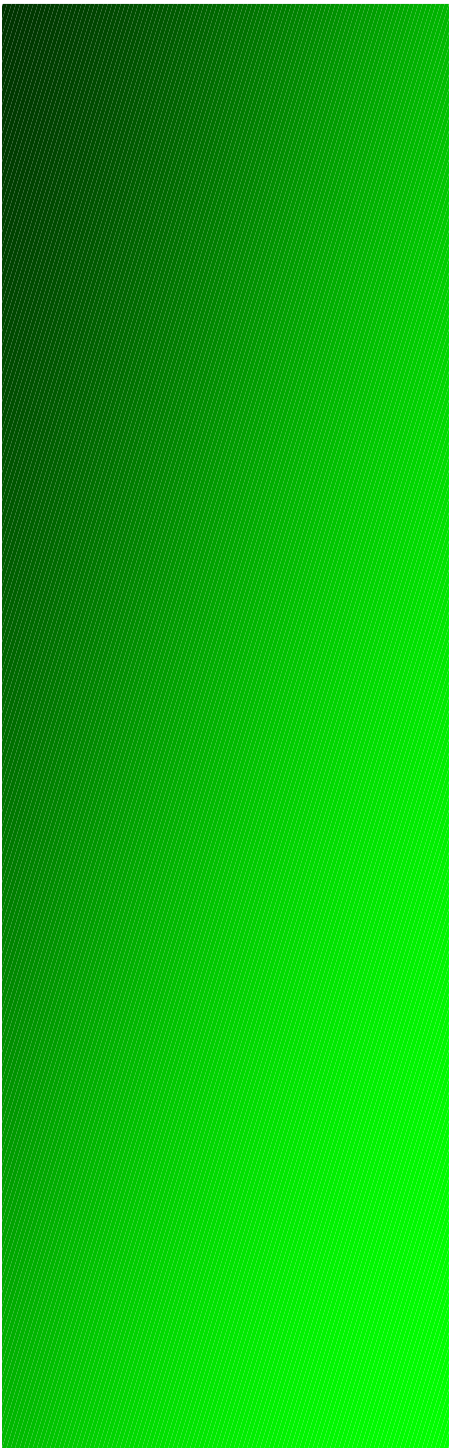
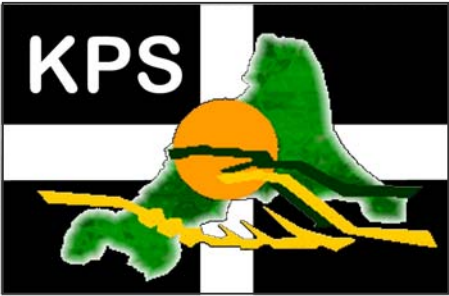


# KPS Volunteer Charter

Kernow Positive Support

SPECIALISED HIV INFORMATION,  
SUPPORT, RESPIRE & RETREAT

## INFORMATION



# *Section 1*

## **Introduction**

### **The Background to Kernow Positive Support (KPS)**

Kernow Positive Support was established to provide HIV support within the county of Cornwall after the dismantlement of the Cornwall AIDS Council, and the dissolution of the Bethany Trust (Bodmin), as there was no longer any voluntary HIV support within the county.

Kernow Positive Support officially launched a telephone help line and information service, along with an information Website initiative on 2<sup>nd</sup> February 2004. KPS is able to effectively combine self-help and volunteer support services for men, women and children affected by HIV/AIDS. KPS was established by a group of people concerned by the spread of AIDS and its implications, and the lack of an effective voluntary support structure within Cornwall for individuals in our local community.

A Board of Trustees consisting of Chair, Vice-Chair, Treasurer, and other Trustee members heads KPS. Their specific duties are for the day-to-day administration of KPS, its development and service initiatives. KPS is run on a self-help philosophy and has a formal Declaration of Trust 'Governing Document' that was officially adopted at a trustee meeting held on 21<sup>st</sup> January 2004. KPS is a Registered Charity - Charity No. 1104947.

### **Aims and Objectives**

- **To reduce social isolation.**
- **To reduce financial, physical, mental and emotional hardship.**
- **To promote awareness of HIV in the community.**
- **To enable people to make informed choices.**

## *Section 2*

# **Volunteering with KPS**

This information gives details of what volunteers with KPS do. It tells you about the selection and training processes that KPS adopts. It also gives you details of the minimum time commitment required from volunteers.

Please read through this information before filling in a Volunteer Application Form. There are guidelines for completing the application form and information about how we will process your application. All KPS Volunteers are on a renewable yearly contract and you will be expected to complete a 'Volunteer Renewal Application' form. Failure to do so will require your name to be removed from our volunteer membership.

### **TRAINING WITH KPS**

As a potential volunteer you will be required to undergo training before becoming a volunteer member of our organisation.

#### **Compulsory Training:**

- Initial interview (*short interview*)
- Volunteer induction and 'Being Positive'
- Loss, grief and bereavement

#### **Commitment required:**

- A minimum of one year and volunteer meetings as held.

## *Section 3*

# **KPS Client Welfare services initiatives**

### **KPS Befriender Scheme**

**Befrienders** provide emotional and practical support to a person with HIV/AIDS.

The aim of this initiative is to enable people with HIV/AIDS and their carers to live well by leading a satisfying and fulfilled life based on personal decisions and choices. The role of the befriender is always determined by the individual needs and wishes of the person they work with. Needs may range from a listening ear, companionship and help in the home to advocacy, or just having someone available and there for them.

KPS Befrienders will aim to complement rather than to replace existing support and care giving from Partners, families and friends, health or social workers from both statutory and voluntary agencies. KPS hopes to be able to provide befrienders within the county of Cornwall.

### **KPS Community Services**

Kernow Positive Support aims to offer community-based services additional to the KPS Befriender Scheme, including volunteer drivers and volunteer home support services. This is to assist clients with transport needs and assistance with such things as; decorating, gardening, DIY and furniture removals etc.

### **Additional Training required**

- Self awareness, listening skills and boundary setting
- Welfare rights training

***N.B.** Volunteers within the KPS Befriender Scheme and Community Services will be expected to attend refresher volunteer Induction and 'Being Positive' training course every 18 months.*

### **Hardship & Client Support Fund**

It is KPS' aim to source funding for the above funds to provide financial support in times of hardship, and assistance clients within towards travelling reimbursements to hospital appointments etc., including Respite Care facilities, and grants for clients to attend these, and other peer support and specialised HIV-positive support weekends.

### **Benefit Advice/Advocacy & Referral**

KPS Client Welfare Services currently through the telephone help line assists on advice on DSS Benefit Advice/Welfare Rights/Housing etc. and will also, liase and co-ordinates advocacy and referrals, on behalf of clients, to agencies such as; Social Services, Terrence Higgins Trust, UK Coalition for people with HIV and AIDS, STD Clinics, Hospitals, Citizen Advice Bureaus and other statutory and voluntary organisations. It is envisaged that this services will be made available by personal contact and outreach visits and clinics.

### **KPS Training Scheme & Speaker Forum**

KPS currently have a small core of volunteers and Positive Trainers who give talks and run courses on 'Being Positive', KPS profile, HIV Awareness and other training. These are provided by KPS for new volunteers, and for existing volunteers to update them and develop their skills.

Our Trainers and Speakers are also prepared to go into the community to provide a wide range of External Training Courses that we provide to such organisations as; The National Health Service, ENB934, Universities/Colleges, Social Services, Victim Support, Citizens Advice Bureaus, Council Housing Departments. These courses have always been well received in the past.

### **Fundraising & Special Events initiative**

KPS will administrate and co-ordinate all core funding, and fundraising activities and initiatives throughout the year, particularly for World AIDS Day. KPS will encourage all of our volunteers to partake in these events to assist in our fundraising strategy. Also, we hope have a number of collection boxes located across the region as soon as we attain charitable status.

KPS aim to organise social events during the year, particularly during Christmas and the summer, this is to give all of our members a chance to meet one another, these are normally self-funding through raffles etc. These events take effort to organise and KPS consider them an important part of the services we aim offer, and would actively encourage all our volunteers to participate in these special events and activities.

### **Support meeting places**

KPS aims to provide meeting places for service using giving them a chance to meet one another and share experience, until such a time a more permanent solution is attained. Volunteers will be required to staff and host/catering/clean these facilities as required.

### **Working as a telephone help line operator**

KPS operates a telephone help line operated by HIV-positive volunteers 5 days per week; this facility is currently situated in private accommodation. In the future KPS aims to train further HIV-positive volunteers and facilitate a rota-system for redirected calls during holidays etc.

### **General Administration**

Volunteers work helping with general administrative duties. The work includes such things as; routine clerical tasks, photocopying, filing, word-processing, running errands and stuffing envelopes for mail outs.

### **Information & Resources Library**

KPS Resources Library gathers information about HIV and its related issues enabling KPS staff, volunteers, Clients and other voluntary/statutory agencies to keep in touch with developments whether clinical, social or in research, this facility is currently through the telephone help line and Website initiative.

### **KPS PR/Publicity**

KPS submits press releases and advertise our services to the local/national press, local hospitals and clinics. We also need to ensure free advertisement placements are included within all HIV local/national directories.

***N.B.** Volunteers must under NO CIRCUMSTANCES submit press releases or contact the media without the express permission of the KPS Board of Trustees. As a Volunteer, you would be breaching our Confidentiality Policy.*

## **KPS Publications**

Kernow Positive Support currently produces a bi-monthly online newsletter on our Website KPS Online located at [www.kpsdirect.com](http://www.kpsdirect.com), which was successfully launched on February 2<sup>nd</sup> 2004. This is currently in collaboration with an HIV charity based in the Thames Valley. KPS aims to attain funding to make a printed version available for distribution to local voluntary and statutory agencies. This initiative will also attempt to keep clients (service users), volunteers and others in touch with what's happening within KPS, including local and national information.

## ***Section 8***

### ***Important rules for KPS Volunteers***

**All** Volunteers within Kernow Positive Support should make every effort to attend the organisation's volunteer meetings.

**All** Volunteers on the KPS Board of Trustees should make every effort to attend the trustee meetings held during their term of office. However, if for any reason a trustee is unable to be present they should make their apologies either in writing or verbally by contacting KPS.

**All** Volunteers with defined duties such as; co-ordinators or officer posts within the KPS Client Welfare Services should make every effort to attend the organisation's befriender training and support meetings. However, if for any reason a volunteer is unable to be present they should make their apologies either in writing or verbally by contacting KPS.

**All** Volunteers within the KPS Befriender Scheme/Community Services should make every effort to attend the organisation's befriender support meetings. However, if for any reason a volunteer is unable to be present they should make their apologies either in writing or verbally by contacting KPS.

**All** Volunteers receiving personal invitations to special events/meetings will be expected to R.S.V.P.

***N.B.***

*If a volunteer wishes to take 'time out' from active duties, and wishes to return at a later stage. They should inform KPS on their decision. They will, for one year remain on our volunteer membership and mailing list. However, if they wish to resume active duties they will need to take the next available refresher training course(s), this is to ensure they are familiarised with the constant changes that occur within the field of HIV/AIDS.*

*All Volunteers working within KPS MUST UNDER NO CIRCUMSTANCES assume, or ask anyone their status. As a Volunteer, you would be breaching our Confidentiality Policy*

## ***Section 9***

### **Applying to become a KPS Volunteer**

All Volunteers within KPS must complete our 'Volunteer Application Form'. All personal information given by you on the application Form will be treated by KPS as confidential. If you are unsuccessful in becoming a volunteer this information will be destroyed.

#### **HOW TO FILL IN THE APPLICATION FORM:**

##### **SECTION 1 - about yourself**

This section asks for your personal details such as; age and address. Volunteers working with the KPS Befriender Scheme, Client Welfare Services and Community Services must have a telephone at home.

##### **SECTION 2 - volunteer declaration**

This section asks you to sign a statement that the information given is accurate and agreeing that you will be bound by our Guidelines and Policies, in particular our Confidentiality Policy.



### **SECTION 3 - more about yourself**

This section asks you to tell us about your work and why you are interested in volunteering with us. If you are not working at present please tell us what sort of work you have done or are looking for.

### **SECTION 4 - references**

This section asks for the names and addresses of two personal referees who are resident in the UK and know you well. We will be asking them about your respect for confidentiality, your commitment, trustworthiness, and ability to cope with sickness, death. (*we require two satisfactory references*).

### **SECTION 5 - why are you interested in working for us?**

This section asks you to write in your own words where you saw our advert for volunteers and why you are interested in working with us.

### **SECTION 6 - previous experience & skills you can offer**

We ask you to write in your own words if you have any previous voluntary work or personal experience, especially within the field of HIV and AIDS. We would like to know of any skills you may wish to offer such as; Word processing etc. Also, any interests and hobbies you may wish to share with us.

### **SECTION 7 - letting us know what work you want to do**

Please tick the boxes to let us know what areas of work you are interested in. Please note that some services require you to be available in the daytime and during the week. Although we provide training for all areas of work you may need to already have skills or qualifications; e.g. we do not provide Community Services volunteers with training to become plumbers etc. but training in the HIV-related aspects of Community Services work.

Some volunteer groups like the KPS Befriender Scheme or the Community Services are large. Others such as; Publications/PR team are smaller and need fewer volunteers. You will have seen in the booklet that some areas of volunteer work require you to have previous qualifications or experience before we can consider you for those areas of work. Please send us details of your experience on a separate piece of paper and enclose it with the application form. We cannot consider you for these areas of work without this information.

## **SECTION 8 - self-disclosure of criminal convictions & relevant checks**

Everyone applying to become a volunteer with KPS is required to tell us about unspent criminal convictions before their application can be considered. No application to become a volunteer will be considered unless this section has been completed. You must give us details of offences involving the following:

- abuse of a position of trust or authority
- coercion
- damage to property
- dishonesty
- drug dealing
- non-consensual sex
- violence
- theft

Why are we asking you to let us know about unspent criminal convictions? This policy is to protect both KPS' Clients (service users) and KPS' external reputation.

### **RELEVANT CHECKS**

All volunteers working with vulnerable adults, families with dependent children will be required to be police checked. This policy is to protect both KPS' Clients and KPS' external reputation.

### **What about the rehabilitation of offenders?**

You are not required to disclose any convictions, which are "spent" under the Rehabilitation of Offenders Act 1974. The Rehabilitation of Offenders Act provides for an offender to be rehabilitated and to regard his or her convictions as being "spent" provided that he or she has not been re-convicted during a period of time, which is dependent on the sentence received. The Act provides a separate rehabilitation period for every sentence. Each period runs from the date of conviction:

	Aged 17 or over on conviction cannot be “spent”	Aged under 17
Prison: over 2.5 years		
Prison ( <i>immediate or suspended sentence</i> ) or young offender institution more than 6 months but less than 2.5 years	10 years	5 years
Prison ( <i>immediate or suspended sentence</i> ) or young offender institution: 6 months or less	7 years	3.5 years
Fine or community service order	5 years	2.5 years
Absolute discharge	6 months	6 months
Probation, supervision, care order conditional discharge or bound-over	1 year or until the order expires ( <i>which ever is longer</i> )	
Attendance Centre Order	1 year after the order expires	
Hospital Order ( <i>with or without restriction order</i> )	5 years, or 2 years after the order expires ( <i>whichever is longer</i> )	

### **Who will make the decision when "unspent" convictions are declared?**

The KPS Board of Trustees will make the decision. Each case will be considered on its merits. You are welcome to ring the Director anonymously if you wish before submitting your application to check whether particular convictions are likely to bar you from acceptance as a volunteer. If your application is rejected because of your criminal convictions we will let you know why and how to appeal against the decision.

### **False disclosure**

If it comes to our attention that you have made a false disclosure on the form you will be dismissed instantly from KPS.

### **Confidentiality of records**

All information given to us by you will be treated as confidential. If you are rejected as a result of the disclosure this section and your application form will be destroyed.

## **SECTION 9 - equal opportunities**

KPS is an equal opportunities organisation and the information submitted will be detached on receipt and filed separately from your application containing your personal details. This is to comply with the rules governing holding equal opportunities information.

### **What will happen next?**

When we receive your completed application form, we will decide on an initial assessment to volunteer work. This will be based on two things: what you said you are interested in doing, and then what our most urgent needs are. This often depends on things like whether you are available during the day, where you live, where you work, whether you have a phone, can drive and so on.

We might ask you to consider doing something that wasn't your first choice. If this should be the case, before saying no, please bear in mind that our objective is to provide the services that are most urgently needed. However, if you really don't want to do that work, there will be plenty of opportunity to let us know, so please do.

You should hear from us within about two weeks. If you haven't heard from us within a month of sending back your application form, ring us to check what's happening. However, during this time please read our Confidentiality Policy below which will be an important issue whilst carrying out active duties for, and on behalf of our organisation.

We will contact you to invite you to meet us at an individual interview, where we will give you more details about the selection and training process for your volunteer work. At the interview we will book you onto an Induction course 'Being Positive' and 'Loss, Grief and Bereavement' training courses. Every new volunteer is required to attend these above courses before starting work with us.

### **Finally**

Thank you for your interest in Kernow Positive Support. We hope you are still interested in volunteering.

Please do not hesitate to contact us on 01208 264866 or via Email, if you require any further Information or assistance in filling in your application form.

We look forward to receiving your application and working with you.

***KPS Volunteer Services***

# ***Section 10***

## ***KPS Confidentiality Policy***

### **INTRODUCTION**

The principal of the policy is to promote the right of the individual. Kernow Positive Support (KPS) is committed to maintaining high standards of confidentiality in all aspects of its work. This includes records and information pertaining to HIV-positive clients, primary carer clients, volunteers, employees, contacts and property. Breaches of confidentiality may jeopardize the well-being of any of the aforementioned or the organisation as a whole and consequently may be subject to disciplinary proceedings. KPS has a collective responsibility to ensure that confidentiality is maintained. Every member has a responsibility both to individual members (volunteers/trustees), clients (service users) and to the organisation as a whole.

Below are guidelines on maintaining confidentiality in all aspects of the work of KPS and circumstances where disclosures may be necessary and the procedure for doing so.

1. It is essential that everyone involved with KPS is made aware of the need and reason for maintaining confidentiality.
2. In all but defined cases the ultimate reference point for deciding who should be informed of a piece of confidential information is the individual to whom it pertains.

It is important, however, that where consent is given it is informed consent. For this to be the case it is necessary to share with the person concerned why there is a need to share information, with whom, and what the likely consequences of their agreeing or not agreeing to the disclosures are. Once consent has been obtained, it is the responsibility of the person passing on any information to ensure that disclosure only takes place on the terms agreed with the person it concerns.

Disclosure of confidential information will require written authorisation, which is signed by the individual concerned and specifies to whom disclosure is authorised. Except in exceptional circumstances, such as a Breach of Trust, or an employee's contract.

3. All records and files held by KPS concerning HIV-positive clients, primary carer clients, volunteers, employees, contacts and property. All records and files should be kept

in locked and secure drawers or cabinets at all times. Access to these documents must only be granted to authorized individuals.

4. Membership of the organisation will be restricted to those willing to be bound by the confidentiality policy. All members will be given and must sign a copy of the Confidentiality Policy on initial contact/induction.

**The implications of the policy will be explained.**

5. The location and nature of buildings/rooms used or owned by KPS will not be disclosed unless there is a legal obligation or it is in the interest of the organisation to do so.

6. Any involvement of KPS members in media publicity referring to the Organisation will only be allowed with the approval of the Board of Trustees. The giving of ANY information pertaining to the Organisation to anyone outside the organisation should be referred to the Board of Trustees.

7. The location of any meeting other than those advertised in publications produced by KPS shall be confidential. The actual content of any meeting held other than those deemed open or public shall be confidential.

8. Members are expected to be discreet concerning information obtained at open or public meetings. Members are also expected to treat information supplied in any meetings for members or minutes of those meetings as confidential.

9. Members must take care of any confidential documents in their possession and not leave them in a non-secure place.

### **Breaches of Confidentiality**

Any breaches of confidentiality will be seen as a serious issue. However, where possible, breaches of confidentiality will be dealt with sensitively. KPS member(s) breaching confidentiality may be expelled from the organisation. The Board of Trustees team may confer lesser forms of disciplinary action depending on the nature of the breach.

In any event the person(s) has the right to appeal to the full-appointed Board of Trustees, any decision shall be binding.

***N.B.***

- *confidentiality implies trust but does not mean secrecy. It should never undermine the well-being or democracy of the organisation.*
- *the term 'member' applies to trustees and volunteers.*
- *the term 'client' applies to an HIV-positive person and/or a primary carer of someone who is HIV-positive (service user).*
- *staff and contracted employees (therapists/counselors) of KPS are bound by this policy.*
- *this policy is necessary due to the nature of the work carried out by KPS.*
- *this policy may be changed whenever the organisation deems necessary.*