



Volunteering with Ability Shetland, A Guide:



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Volunteering is good as I
am helping other people.
I like how that feels. It's
good for me too as I get
away from other things in
my life.

~ Anonymous Volunteer



01595 743913



Have Fun!

Volunteering for Ability Shetland
will hopefully **help volunteers build
experience, skills and confidence
needed for later life.** However, this
should be done whilst having fun at
our clubs as well!

Don't be Afraid to Ask for Help

Remember you are not alone and
we work as a team. Your club leader
is there to support you as well as
other volunteers and volunteer
Helpers. You can also ask the Field
Worker or Team Leader for support
too;



Volunteer Roles:

Helping club leaders support our participants by:

- ✓ **Listening** to our participants. **Identifying** their needs and **fulfilling** their requirements where possible. We believe that every person should be **treated as an individual regardless of any disability.**
- ✓ **Listening to club leaders in their advice** on individuals; this could include the type of communication possibly needed for the individual (verbal or pre-verbal) or ideas for small activities etc.
- ✓ **Support and encourage** our participants to participate in activities and get the most out of the experience. Our clubs are designed to help participants to **develop their potential and build skills and confidence.** Approaching with a positive energy is a huge help!
- ✓ Our participant's needs range from minimal supervision to one to one support. We find the best way to learn is through **gaining experience interacting with individuals** with disabilities. However, these pointers may help.
- ✓ A club leader may ask for your **help to set up a pre-organised activity** or **help clean up** the activity when the club is finished.

Keep an Open Mind

- ✓ **Do not make assumptions on what a person can and can't do.** Just because an individual may have an obvious barrier to an activity it does not mean they can't participate.
- ✓ **Ask** if an individual needs help, and **listen to their response (verbal or not).**

Confidentiality

- ✓ Participants' **must be treated and respected as individuals.** This follows through to equal opportunities and rights, including the rights to confidentiality.
- ✓ You must uphold a **high degree of discretion about our participants out with Ability Shetland clubs.** This includes not discussing with friends or family, or through verbal communication or online on social media.
- ✓ However if you have a question or spot something about a participant that worries you then it's okay to discuss with club leaders. Some things we won't be able to discuss as it's confidential but it's **important to keep an open and honest communication with club leaders and volunteers.**

A Social Media Guide:

If staff and / or volunteers receive friend requests from those they support they must discuss this with the Fieldworker and / or Team Leader who will advise if this is appropriate or not. A decision will be made on an individual basis.

Think carefully before accepting friend requests from people who access our services / receive our support. If you only know someone because of your work at Ability Shetland you shouldn't become 'friends' with them on Social Media

If someone who uses our services / support, their family or carer, contacts you about their care, or other professional or personal matters, through your private social media accounts you must tell them that **you cannot mix social and professional relationships** and explain to them they should contact a member of staff – a Club Leader, Fieldworker or Team Leader.

- ✓ **If in doubt, always check for reassurance. Never be stuck, one of us will be there to support you!**