

### 1. You should have

- the GNS mobile phone (07561 890 100) and charger. Please check the mobile is not muted.
- the GNS Telephone Co-ordinator ring binder (**THE BLUE FOLDER**)
- your own Volunteer Handbook

2. **Please find time to read your Volunteer Handbook** as it contains important information. In particular, it contains advice on what to do if a difficult case arises.

3. **Make sure the GNS mobile is fully charged.** Check for messages frequently and return a missed call as soon as is practical. Refer to the guide on using the GNS mobile at the end this section in the Blue folder.

4. **Check in Section 4 of the Blue Folder** for any jobs requiring telephone reminders to the client and volunteer this week. (See item 6 at the foot of the Job Sheet.)

### 5. When a client rings you with a job they need help with, you need to

5.1 Check if the job can be undertaken by our GNS (eg if the client is under 18 or the work is with an under 18 year old, help cannot be offered).

5.2 If this is a befriending request do not complete a job sheet. Take the caller's name and phone number and tell the caller that the Befriending Coordinator will call them. Call **the Befriending Coordinators on 07951 850 452** (please do NOT give this number out to clients).

5.3 If this is a request for a wheelchair loan (as opposed to a wheelchair borrowed for a specific driving job), please see section 3 in the Blue folder. This is a type 'A' wheelchair request.

5.4 There are rotas for ongoing jobs (section 12 of the Blue Folder). If a client phones to say they do not require the volunteer this week, please refer to the rota in section 12, notify the volunteer and make a note against the rota.

5.5 When taking a call for a new job, please check in section 4 to see if this request has already been made. (We have had instances where a client has forgotten that they have booked a lift and two volunteers have turned up.)

5.6 Complete a Telephone Coordinator Job Sheet with all the details. Blank Job sheets are found in section 5 of the blue folder. Please log

all tasks in detail because you need to know the whereabouts of the volunteer and client, and the information may be needed for future reference. Give the job a number by checking any job sheets in section 4 and section 11 and using the next number available.

- 5.7 If this is a driving job:
- Inform the client of the estimated charge. There is a list of estimated charges at the front of section 5. The client must also pay for parking.
  - If a driving job involves a pet, check that the pet will be restrained in a box or cage or with a strap or harness fastened to the car.
  - If the job is for an appointment, ask the client how long it is likely to take. You may need one volunteer for the outward journey and a second volunteer for the return journey.
- 5.8 Tell the client that you will ring them back within a certain time to confirm a volunteer has been found.

## **6. Finding a volunteer**

- 6.1 If a wheelchair is required or might be useful (e.g. for a hospital appointment), it is best to have two volunteers - the second volunteer can take the client into the hospital whilst the driver parks the car. Please see section 3 of the blue folder for notes on how to request a wheelchair. This is a type 'B' request. Wait until you have confirmation of wheelchair availability from a wheelchair co-ordinator before organising a volunteer.
- 6.2 Use the volunteer lists of preferred jobs in section 7 to identify volunteers for the specific job requested. Using the job numbers on the volunteer lists, please contact volunteers with the lowest job number first to try to 'spread the load' as fairly as possible.
- 6.3 Using the GNS mobile phone, call the volunteer to see if they can do the job.  
Please note: Some volunteers are also befrienders, telephone coordinators and/or involved in rotas for On-going jobs. Please reassure volunteers that it's fine to say 'no' to a job! We need to keep all our volunteers happy to continue, and able to say no without feeling guilty or feeling that they're letting the GNS down.
- 6.4 If a wheelchair is required, make sure the volunteer is willing and able to lift the wheelchair in and out of the car. Inform the volunteer that a wheelchair coordinator will contact them and will deliver the wheelchair to them in time for the appointment.
- 6.5 If the job is driving and involves a pet, check that the driver is willing to transport the pet. NB. The client must ensure that the pet is restrained in a box or cage or with a strap or harness securely fastened to the car.

- 6.6 If the appointment is a long one or multiple appointments, please ask the volunteer whether they're happy to wait or would prefer to give a lift one way. This will obviously mean organising the 'to' and 'return' journeys with separate volunteers which we appreciate adds to your task as telephone coordinator. Hopefully it won't be required too often but will mean that the volunteers are properly informed.

## **7. Once you have found a volunteer who can do the job**

- 7.1 Give the volunteer(s) all the information they will require about the task and the client, including any relevant information on
- mobility or health issues, where identified on the Job sheet or a blue 'People with Practical Needs' sheet in section 6 of the blue folder
  - access to the client's property (back door, steps etc)
  - pets at the client's house
- 7.2 If this is the first time the volunteer has been given an assignment, confirm that they have read the safeguarding and lone worker guidance before they do the task.
- 7.3 Remind them to record all the details on a Volunteer Job Sheet.
- 7.4 Remind the driver to collect the correct charge - free in the parish but 50p/mile elsewhere. The charge is from the client's house. Each driver can collect for a single journey only, if one driver takes and a second driver brings back the client. The driver should deduct 45p/mile from the charge and retain to cover costs. If the driver does not claim the 45p/mile, then the contribution will be classed as a donation. Use the brown envelope to note the details and pass the money to either Miranda at 30 Main Street or Judith at 80 Maplewell Road. The client must pay for parking.
- 7.5 Remind the driver to telephone the client a day or two before the job, to reassure them that they have not been forgotten and to remind them of the pick-up time. If the driver does not want their personal number to be known by the client, the driver should enter 141 before the client's telephone number.
- 7.6 Call the client back informing them of the name of the volunteer who is going to help and when the volunteer is likely to be arriving or contacting them. Remind them there will be a charge for a driving job outside Woodhouse and Woodhouse Eaves and for parking. If the job involves transporting a pet, remind the client that the pet must be restrained in a box or cage or with a strap or harness securely fastened to the car.
- 7.7 If the client has mobility problems and the client does not have a Blue Badge, explain that you do NOT need to have a car in order to have a Blue Badge and that it is helpful for our volunteer drivers,

especially when parking, if the client has one. If the client would like help to apply for a Blue Badge, create a new Job sheet and use the volunteer list for "Letters/forms" to find a volunteer.

## **8. Admin**

- 8.1 Record the job number against the volunteer name on the volunteer lists in section 7.
- 8.2 If the job is more than two weeks in advance, please complete item 6 on the Job sheet with the date the telephone co-ordinator should ring the client and volunteer to confirm the arrangements. The date to call should be one week before the date of the job.
- 8.3 File the Telephone Coordinator Job Sheet in section 4 until completed. File completed Job Sheets in section 11.
- 8.4 At the end of your week, liaise with the next person on the rota to arrange a handover. If you have any questions at all regarding the Job sheet, do not hesitate to contact either Helen on 01509 890 463 or Judith on 01509 891 125. Your feedback is very important!

**9. If you need to decline help** from the scheme to a member of the public, please advise the client to contact another relevant agency if possible. See Section 10 for useful contacts.

**10. Feedback from clients.** Clients may ring the GNS mobile to give feedback on the service we provide. Please log any feedback on a job sheet and contact Helen.

## **11. Additional responsibilities:**

You will possibly be the first point of contact in the event of a volunteer encountering a problem. (In an emergency they are advised to go directly to the police or statutory agencies). Please make sure you are happy to take on this responsibility and that you are confident you can deal with any issues that may arise. Do not hesitate to contact any member of the steering group if you have any questions.

The "buddy system" – we recommend that every volunteer identifies a "buddy" every time they undertake a job (see the lone worker policy). If the volunteer does not have anyone who can be their "buddy" for a specific job then they can approach the telephone coordinator to act in this role. In the lone worker policy the volunteers are advised to tell their "buddy" the following (among other things):

1. *when they are going*
2. *how long they expect to be*
3. *when they return after volunteering*

4. *if they are delayed, let the buddy know*
5. *a "trigger word" to alert you, as buddy, if they are in trouble.*

You will therefore need to decide how best to manage this part of the role and remind yourself to check whether or not you have heard from the volunteer at the expected time at the end of a job.