



The Green Hub Project for Teens

Volunteering – Connecting – Learning

Garden Volunteer Commitment



Helping teens to take care of their own mental health



Adult Volunteer Code of Conduct

The Green Hub Garden is a safe, private space in which our teen volunteers can enjoy the many benefits of gardening. A place where everyone makes a difference and is treated with respect. It is important for us all, to consider how we work and behave, both collectively and individually.

We therefore ask everyone to:

1. Look after the wellbeing and safety of yourself and others by:

- **Treating everyone kindly, considerately and respectfully, including:**
 - Speaking to each other politely and gently.
 - Being non-judgemental or discriminatory.
 - Treating others with dignity, free from harassment or bullying.
 - Not asking intrusive questions.
 - Not counselling or giving personal advice, however well-meaning.
- **Respecting privacy and confidentiality**
 - To maintain privacy, we strongly advise against giving out personal information, although people are free to discuss what they feel comfortable with, while volunteering.
 - We expect all conversations to be treated as confidential. This is extremely important as the garden is a place of trust. Please do not abuse it.
 - Please do not take unauthorised photographs or videos of others while in the garden.
 - Visitors are generally not allowed in the Teen Garden during sessions – there may be exceptions to this, with prior planning.
- **Caring for yourself and others by:**
 - Following the health & safety guidance given to you in this welcome pack, and via any other briefings and training modules.
 - Completing the mandatory Training & Induction. It is for your, and others', safety.
 - Being alert to, and immediately reporting, potential hazards via the Volunteer Hub.
 - Promptly sharing concerns or problems so they can be solved quickly and safely.
 - Informing us (where appropriate) of any medical considerations, disabilities or access requirements that may affect your volunteering, so we may support you.
 - Wearing (or keeping your volunteer ID on you) and wearing appropriate clothing for gardening, the weather, and/or safety clothing, as required.



- **Enabling safeguarding**

- If you have any concerns in relation to the safety and/or wellbeing of any volunteer/s, please promptly contact the Garden Manager or the Chair.
- Please speak with the Garden Manager about anything that has upset you while volunteering, preferably before leaving the garden.
- Please see our Safeguarding Policy for further information.

2. Be reliable and punctual by:

- Reading and responding to any communications sent by the Green Hub.
- Committing to a minimum of 3 months of volunteering.
- Letting us know of any changes in your circumstances that may affect volunteering.
- Arriving on time for the start of your session and leaving promptly at the end.
- Please contact us promptly if you are running late or can't make a session.
- Informing admin@greenhub.org.uk promptly if you wish to stop volunteering, ideally giving some notice so that we can cover any volunteering commitments you have made.

3. Contribute to, and engage with The Green Hub by:

- Reading the **Green Hub Welcome Pack** and any other information sent to you.
- Reading and abiding by this Volunteer Code of Conduct.
- Reading and, if in agreement, signing and returning the Volunteer Agreement at the end of this Pack.
- Carrying out your volunteer role reliably, willingly and to the best of your ability.
- Helping to support the Green Hub and its volunteers in delivering its aims and objectives
- Attending Induction, and any training that might assist you in your voluntary role.
- Taking part in any feedback as requested.



Green Hub Policies

Volunteer registration

All volunteers are asked to complete a Detailed Information Form, which provides the Green Hub with your contact information, emergency contact details and other basic information. Please let us know if there is anything you believe would be helpful to share with others in the garden to ensure the smooth running of sessions and/or for safety purposes.

General Data Protection Regulation (GDPR)

We are committed to keeping all Green Hub Volunteers' data safe. Your data will be held securely and confidentially. It will only be accessed by authorised personnel.

Equality and Inclusivity (Detailed policy applies)

We are committed to a policy of treating all volunteers and volunteer applicants equally and fairly. We will not discriminate against any volunteers because of their age, disability, ethnic origin, gender, marital status, nationality, political beliefs, race, religion, sexual orientation or socio-economic background.

Any act of harassment, bullying or discrimination is unacceptable and will be dealt with in accordance with our Complaints Procedure Policy.

Health and Safety (Detailed policy applies)

Green Hub has a duty to ensure the health, safety, welfare and security of all of its members and volunteers. Everyone is therefore expected to follow all applicable health and safety practices and procedures. Appropriate information and instruction will be provided within this Welcome Pack, at Induction and during garden sessions to enable you to carry out your activities safely.

Volunteers are also required to read and abide by all of the Green Hub Health and Safety advice provided in this Welcome Pack and during training modules and briefings. Please speak to the General Manager for details of role specific training, safe ways of working, how to report incidents and anything of concern.

- **Insurance**

We provide adequate public liability insurance cover for all volunteers in the garden while undertaking work approved and authorised by the Green Hub.

- **Smoking**

Please note that smoking, including the use of e-cigarettes, is not permitted within any Green Hub space.

- **No nut policy**

For health reasons, food or drinks that contains nuts are not permitted within any Green Hub space.



Safeguarding (Detailed policy applies)

Our policies actively promote the welfare of young people and adults at risk with whom it comes into contact by establishing appropriate safeguarding standards across all its activities, events and venues. The policy must be followed by all members and volunteers.

- **Disclosure and Barring Service Check (DBS)**

The Green Hub works with and supports young people (volunteers and mentors) in the garden in a variety of ways. All volunteers and staff over 18 years, who work with teens or parents, will therefore be required to successfully complete a DBS check. DBS checks assist in ensuring that the most suitable people are appointed to roles when working with vulnerable groups.

Dealing with complaints

Although dealing with complaints can be difficult, it can also give us an opportunity to improve the way we do things.

We hope to resolve in a fair and transparent manner, any problems, difficulties or grievances that may arise in relation to any member or volunteer of the Green Hub. In the garden, complaints would ideally be raised and satisfactorily resolved during, or at the end of a session.

If this is not possible for whatever reason, we will try to meet and discuss the issue with the General Manager.

In the unlikely event that the matter remains unresolved, is for a very serious issue, or where the complaint occurs outside of a garden setting, the situation will be dealt with fairly and in person, to include one or more representatives from the Management Board.

Our policies form part of this Welcome Pack and you are asked to read and understand them.

Should you require any further information, please speak to the General Manager or contact us at admin@greenhub.co.uk



Volunteer Agreement

As a Green Hub Volunteer, I agree to:

- Help support The Green Hub in delivering its aims and objectives through the details set out in this Pack.
- Read and follow The Green Hub's policies and procedures and adhere to the behaviours, (paying particular attention to Privacy and Confidentiality) as outlined in the Volunteer Code of Conduct.
- Operate as part of a team with other volunteers and act under the direction of the Garden Manager.
- Carry out the volunteer role to the best of my ability, reliably and willingly.
- Attend Induction and any further support identified to assist me in my voluntary role.
- Wear appropriate clothing to sessions I am involved in.
- Participate in giving and receiving feedback about my volunteering as needed.
- Read **The Green Hub Project for Teens Welcome Pack** and any relevant information given.
- Accept a duty of care for myself and others, following The Green Hub Health & Safety guidelines where applicable.
- Inform The Green Hub of any medical considerations, disabilities or access requirements that may affect my volunteering, so that support can be arranged.
- Read and reply promptly (if asked) to communications sent by the Green Hub.
- Give reasonable notice where possible if I am unable to attend when expected or wish to stop volunteering.
- **I confirm that I have read and understood the following Green Hub policies:**

Health & Safety		Safeguarding	
Equal opportunities & diversity			

By volunteering with The Green Hub, I accept the expectations as outlined in this agreement.

Name of volunteer:

Signed:

Date

