



Big Brothers Big Sisters
of Christchurch

Agreement between Volunteer and Big Brothers Big Sisters of Christchurch

Big Brothers Big Sisters of Christchurch wants to provide the best conditions to encourage and support the development and safety of the young people being mentored. This requires clarification of the role, boundaries and limitations of volunteer mentors. In this regard, volunteers are asked to agree to the following:

Description of Role

Volunteer Mentors will:

- be a friend to the child, and maintain contact on a regular and consistent basis.
- be a consistent and positive role model by modelling responsible behaviours such as reliability, respect, honesty, appropriate manners, along with a concern for the protection and wellbeing of children.

Duration and Contact

- **Volunteers are required to commit to their mentoring relationship for a minimum period of 12 months.**
- Volunteers are expected to maintain weekly contact with their young person for that first year except when they have extenuating circumstances or by arrangement with their Supervisor.
- In subsequent years, mentoring will remain regular but can be adjusted in its frequency by agreement with their supervisor.

School Based Mentoring

- All mentoring sessions will take place on school grounds, within school hours, during the school term.
- Volunteers who have been in their relationship for at least 6 months may wish to regularly or sporadically have mentoring sessions out of school hours. Before this occurs, the Volunteer must contact the programme staff and then go through a transition process.

Community Based Mentoring

- For the first 3 months of the mentoring match, no sessions shall take place in the mentor's home.
- No sessions are to take place in the young person's home except with programme staff permission.

Volunteer Behaviour and Activities

- Volunteers are required to adhere to the Code of Conduct attached to this agreement.
- Volunteers will have access to a set of risk management analyses of activities in mentoring.
- Volunteers should be aware of the importance of having access to a First Aid Kits for their mentoring activities.
- Volunteers must consider the dangers involved in activities and where there is any doubt they should contact their supervisor. This is particularly when undertaking activities that are generally perceived as dangerous such as the use of firearms or outdoor adventure pursuits including rock climbing, kayaking, tramping, boating.
- Further training will be made available in ethics through the Canterbury Youth Worker Collective. Big Brothers Big Sisters adopts The Code of Ethics for Youth Work in Aotearoa.

*I have read and understood the Code of Conduct and agree to adhere to it
I know how to access the Risk Analysis forms for mentoring activities*

(Please tick or cross out)

Social Media Policy

Social networking between Volunteers and young people is not permitted except by agreement with a Supervisor.

I agree I will not “friend” my young person through any social networking website; nor will I accept a “friend” invitation from my young person

(Please tick or cross out)

Supervision and Accountability

Each volunteer will be assigned a Supervisor to provide accountability and support to the mentoring process. It requires commitment and openness from both the Supervisor and Volunteer. Both parties commit to:

- **Community Based: Monthly for the first year and quarterly from then on.**
- **School Based: Bi-monthly for the duration of the match**
- The Supervisor will initiate and the contact will be phone, email or in-person.
- The Supervisor will keep case notes of the mentoring match.
- The Volunteer is encouraged to contact their Supervisor at any other times for assistance, support or to report any incident or crisis.

If a mentor makes no contact with programme staff for three consecutive months, the mentoring relationship will be suspended until any issues are resolved. If no further contact is made, the match will be closed.

Criminal checks

Prior to being matched, volunteers must give their consent to be police checked. To align with the Vulnerable Children’s Act 2014, the check will be done again every 3 years for the duration of the match.

Transportation

Volunteers are permitted to transport their young person, where the parent has given permission for this to happen. Children aged 7 and under must travel in an approved child restraint (booster seat). From age 7-8, they should be in a child restraint if one is available. Volunteers are expected to keep their car warranted and registered.

I confirm that my vehicle(s) used for mentoring has current WOF and Registration

(Please tick or cross out)

Confidentiality

Any information gathered concerning the Volunteer including all contact details and criminal histories is kept on a secure database by Big Brothers Big Sisters. This information will not be passed on to any other agency *except*:

- For school based mentoring, contact details for the Volunteer will be passed on to school staff.
- For community based mentoring, the Volunteer will be required to give a contact phone number (and address in instances where they mentor in their own home)

Volunteers must not pass on any confidential information about a young person to any individual outside of Big Brothers Big Sisters without the young person’s informed consent and their Supervisor’s agreement. This includes information about the participation of the young person in the programme.

Limits of Confidentiality

If a mentor receives information that a young person may be a danger to him/herself, or to others, necessary steps must be taken to protect the appropriate individual. In each of the following situations, the Supervisor must be contacted:

- In the case of a potential suicide attempt or self-harm by the young person
- In the case of young people violence towards others. Actual or threatened violence is a criminal act.
- Where a young person communicates specific intent of an unlawful act, which will be committed.
- Where a young person discloses, or the Volunteer has serious concerns about abuse, sexual, physical or emotional, the Dealing with Suspected or Alleged Child Abuse Policy shall be followed.
- Where a young person reports their involvement in a criminal act.

Financial Reimbursements

- Volunteers will be reimbursed up to \$25 per term to cover any reasonable costs associated with mentoring sessions upon presentation of receipts to their Supervisor.
- Volunteers will also be offered opportunities and subsidies to attend external training and seminars. Volunteers will be informed of such opportunities.

Disputes and Grievances

If the volunteer considers they have a grievance they will follow the process detailed in the complaints procedure:

- Any disputes, which arise with regard to this agreement, should be submitted to the Trust in the first instance.
- The trust will not be liable for any criminal activities or neglect caused by the Volunteer. The Trust will provide volunteers with public liability and professional indemnity insurance.
- If information is received, which in the professional opinion of the staff makes the Volunteer unsuitable for mentoring; Big Brothers Big Sisters of Christchurch reserves the right to exclude the Volunteer immediately.

Photo Consent

The agency may from time to time use photos of Volunteers and young people to promote mentoring.

I give consent for photos of myself to be used to promote the agency (Please tick or cross out)

This agreement is valid for one year and must be signed for each and every year of the match duration. Please sign the acknowledgement below as an acceptance of the terms and conditions contained in this agreement.

Date:

Signature _____

Volunteer Name _____

Signature _____

Supervisor _____

Volunteer Code of Conduct

Big Brothers Big Sisters provides quality mentoring relationships with adult volunteers to young people. A relationship with a mentor can improve the life of a young person, and contribute to his/her emotional well being.

In the interest of the young people we serve, volunteers commit to improving the life of a young person by observing the following code of conduct:

- Volunteers agree to conduct themselves in a manner consistent with their position as a positive role model to a young person, and as a representative of Big Brothers Big Sisters.
- Volunteers will follow Agency policies and guidelines around the safety of the young person as outlined in the Volunteer Behaviour Policy and not engage in any behaviour that may be perceived as being sexual and/or abusive with the young person or any member of the their family.
- Volunteers agree to respect the privacy and dignity of their young person and family by not divulging confidential information without consent. The two exceptions to this are where the volunteer is discussing the case in supervision with their Supervisor (as a group of mentors or individually), or where there is a case of suspected child abuse.
- Volunteers agree to limit their involvement in a young person's life to what is deemed appropriate by the Big Brothers Big Sisters. Volunteers are seen as an influence, not a dominant factor, in the young person's life.
- The adult-young person relationship is based on mutual respect. Volunteers agree to treat the young person in a respectful way at all times.
- Volunteers agree to allow their young person to develop their friendship at their own pace.
- Volunteers are required to discuss problems, issues, concerns, or changes of circumstances (living situation, change of address, phone number etc) with their Supervisor. The accountability process for volunteers is by engagement either by email, phone and in person with their Supervisor.
- In the event of match closure, Volunteers must be sensitive to the impact that this can have on the young person, and take the necessary steps to minimise upset to the young person. All matches are to be formally closed by the Supervisor.

Volunteers understand that breaches of this code of conduct will be taken seriously