



Volunteer Journey

Complete webinar training

We will contact you to ask you to complete a consent form

Your Team Leader will match you to a volunteer partner and 3 families, according to your time slot availability. They will contact you to confirm the date and time of your sessions

Find somewhere private to attend your sessions. Think about your background – is it appropriate for children and different cultures?

On the day of your sessions, sign into the Doorstep Library app at app.doorsteplibrary.org.uk ten minutes before your first session, using your usual login details. You will see the list of your sessions for the week on your Doorstep dashboard, and any communication between your families and Team Leaders that week. Your families will have received an automated reminder earlier that day.

Your first shift



Review the families' details on your dashboard. Save the families' phone numbers in your phone, using the beneficiary I.D. (E.g. DL385) **not their names or addresses**

Think of your aims and strategies for each family with your volunteer partner

The next three weeks



Meet your families! Get to know their interests

At the end of each shift, meet your Team Leader on zoom for a quick debrief

After your first three sessions with families, your Team Leader will get in touch to see how you have been getting on, and get your feedback. This will be the end of your trial period.

Every week



Check any messages that your Team Leader has sent you. Use the chat to ask the Team Leader any questions you have, or discuss any resources you need

Click on the zoom link for each session. A pop up message will ask you to 'Open Zoom meeting'

Spend 5 minutes with your volunteer partner to recap the last session and plans for this session

Check you & your volunteer partner are host and co-host and change your display name to your first name. Remember that you must only conduct the sessions **in pairs**. If your partner cannot attend, contact your Team Leader

When the family arrives, they will wait in the waiting room until you let them into the meeting. Agree the time to end the session with your volunteer partner and let the family into the session

Make sure there is an adult present to consent to the session. An adult should supervise children aged five and under

If the family does not arrive within 5 minutes, call the family using the contact details shown on your dashboard. If you cannot reach the family, follow up with a text **using the conversation page in the Doorstep Library app (please do not text from your phone)**



How the sessions works

Spend 5 minutes with the family, catch up with the child & their week, and get the book(s) ready for the session. Let the child and parents know roughly what time the session will end

Spend 15 minutes reading. With little ones, try songs, games and rhymes too

Wrap up the session: ask questions about the next chapter, use positive reinforcement, gently remind the family about next week's session

End that zoom meeting and return to the Doorstep Library dashboard. Click the link for the second session, and accept 'Open Zoom meeting' when the box pops up. Repeat process for third session.

After your last session, stay on the call while the family leaves, then debrief with your volunteer partner: record your notes for each family in the database and agree on the plan for next week

Log out and have a good week!

Safeguarding concerns



If you have safeguarding concerns during your session with a family, call the Designated Safeguarding Lead. Their number is on your Dashboard homepage, and at the top of every family's page.

Support from your Team Leader



Your Team Leader will review your notes every week before your session

If you would like support with accessing books or eBooks, or choosing a particular book for a child, please get in touch with your Team Leader

You can raise any non-urgent issues or questions with your Team Leader in the chat during your volunteer session or in your notes

Remember: you must refer **all requests for help** from the family to the Team Leader

We have an open-door policy throughout the week. If you would like to discuss an issue, raise a problem, give feedback, or just chew on something - give your Project Coordinator a call

Contact with the families you visit



Please remember that you should not be in any contact – by phone, text or email - with the families outside of your volunteering session

If a family calls you outside of these hours, please do not answer but instead notify your Team Leader so that they can follow up

We hope you enjoy your online sessions!



Safeguarding & Confidentiality

Save your volunteer partner's phone number

Save your families' phone numbers under their beneficiary IDs (unless you are a stand-in)

An adult must consent to the session for it to begin

For children 5 or under, parents should be present throughout the session. Ask them to leave the Zoom, rather than ending it yourself.

You must always attend the sessions in pairs

Find a private place for your volunteer shift:

- Consider headphones, and the angle of your screen if this is not possible
- Think about your background. Make sure a bed is not in shot
- Avoid using public WiFi networks

Phone a family if:

- They are 5 minutes late
- To try to resolve tech issues
- To cancel their session if your volunteer partner is having tech issues
- If a child of 5 or under is unsupervised during the session, and you feel they are unsafe

Never:

- Accept phone calls from the families outside of your volunteering hours
- Make any arrangements to see or speak to the families outside of the sessions
- Text the families using your phone
- Exchange email addresses or accept social media friend requests
- Take, save or use the phone number of a person under 18 years' old

Refer all requests for help to the Team Leader

If you have any concerns, no matter how small, or a child discloses abuse alert the Designated Safeguarding Lead immediately, and follow their instructions for a written report

If there is immediate danger to anybody, call the emergency services

IF IN DOUBT...call your team leader or the Designated Safeguarding Lead