



Older People Active Lives



VOLUNTEER HANDBOOK

‘Think of me, not my age’

*Your guide to volunteering
at OPAL*



Older People Active Lives

Volunteer

noun / vɒl.ən'tɪər

A special person who lends a listening ear, a helping hand, offering support and care to those in need. Someone who is caring, generous, thoughtful and kind. They dedicate their time, energy, skills and passion to make a difference.

See also: super hero, magician

WELCOME



FROM OUR CHAIR OF TRUSTEES



Thank you for choosing to volunteer with us. We are delighted to welcome you to our team and truly value your willingness to contribute your time and energy to our work.

OPAL provides a range of services aimed at supporting older people in our local rural communities, and volunteers like you are central to everything we do. We hope that this Volunteer Handbook helps you understand more about OPAL, the services we offer, and how we work together.

On the next pages, you'll find important information about our policies, procedures, and what you can expect from your time with us. You can also watch a short video explaining our [services here](#). Most importantly, we hope it helps you feel confident and informed, so you can enjoy and get the most out of your volunteering experience.



GEOFF HOPE-TERRY



★ OUR MISSION ★

Our Mission is to offer accessible, enjoyable and enabling activities for older people in rural West Cheshire, in order to reduce isolation and loneliness. We aim to benefit older people and their carers who may be housebound and / or socially isolated, and who find it difficult to be part of their community without the support of others.



Steve Bridge

OPAL Manager

MEET TEAM OPAL



Alice Leech

Tarporley Club, Comms and
Good Neighbour Organiser



Janet Handley

Volunteer Coordinator and
Acton Bridge Organiser



Alison Shackleton

Malpas Club and
GoOnLine Organiser



Steve Bridge

OPAL Manager



Debbie de Kock

Carer Support Organiser



Moe Hutson

Finance Officer, Admin &
Comms Officer



Fiona Barry

GoOnLine Organiser



Sue Downham

Carer Support Organiser



Fliss Johnson-Cooke

Branching Out / Food for
Thought Organiser



Zoe Blocksidge

Frodsham, Helsby and Kelsall Club and
Good Neighbour Organiser



Older People Active Lives



"Alone we can do so little; together we can do so much." — Helen Keller

FUNDING OF OPAL

CONTRACTS AND GRANTS

OPAL obtains its main funding through bids to a wide range of organisations. This includes statutory bodies such as Cheshire West and the NHS, The National Lottery and grant awarding Trusts.



FUNDRAISING

Throughout the year, we organise fundraising events and activities.

We hope you'll get involved and support these events whenever you can. It's a great way to meet others, raise awareness, and help ensure the future of our services.

To join our fundraising team: contact fundraising@opalservices.org.uk



GIFTS AND PAYMENTS★

Volunteers may occasionally be offered small, personal gifts (e.g. at Christmas). These may be accepted only if they are inexpensive and you report them to your Organiser.

As an OPAL volunteer, you must not accept payment or large gifts from members, clients, their families, or anyone else for the work you do.

If you're ever unsure, please check with your Organiser before accepting anything.



Laughter is the best medicine



Older People Active Lives



TRAINING

As a valued volunteer, you will receive on-the-job training with your Organiser to help you become familiar with your role and responsibilities.

Throughout the year you will be offered access to formal free training opportunities. These may include:



Emergency
First Aid



Basic Food Hygiene
Level 2



Safeguarding
Awareness



Dementia
Awareness

This training is designed to help you feel confident and supported in your role, while ensuring the safety and wellbeing of everyone involved in our service.

If you are unsure about any aspect of your training or would like additional support, please speak with your Organiser or Volunteer Coordinator.

We all have a responsibility, OPAL staff and volunteers, for safeguarding adults. It is important to always report any concerns to your OPAL organiser, no matter how small.

Please read our Safeguarding Policy and have a look through our Safeguarding Awareness Guide.
(click box below)

[Safeguarding Awareness
Information for Volunteers](#)

KEEPING PEOPLE SAFE



Older People Active Lives

As an OPAL volunteer, you may hear or see personal information about the people we support. It's vital that you keep this information private.

CONFIDENTIALITY

Don't share personal details or information about members with anyone outside of OPAL.

Only disclose information if required by law or for safeguarding reasons - speak to your Organiser if unsure.

Keep paperwork secure, such as rotas with names and contact details.

Report any lost paperwork with personal details to your Organiser immediately.

Destroy documents when no longer needed — don't leave them lying around.



Older People Active Lives



**“Volunteering is a
win-win for
everybody
concerned, that's
what makes it so
special.”**



POLICIES & INFO

At OPAL, we believe that every volunteer brings something unique and valuable. That's why we're committed to creating a safe, inclusive, and supportive environment. To help achieve this, we have established a set of policies and procedures designed to protect not only our volunteers but also our staff, service users, and the wider organisation. These help us maintain transparency, consistency, and best practice in all we do. Please refer to our website [for policies](#) or [Volunteer Guides](#) for full details. **We kindly ask our volunteers to read through these documents at their leisure.**

Policies e.g.

- Adult safeguarding
- Complaints
- Data Protection Certificate
- Diversity and Equal Opps
- Driving on OPAL business
- Food Policy
- Grievance
- Harrassment and Bullying
- Health and Safety
- Lone working
- Social Media
- Volunteering
- Volunteer Expense

Volunteer Guides

- Preparing and cooking food
- Serving Food and Refreshments
- Lone working
- Driving on OPAL business
- Helping people move safely
- Safeguarding Awareness
- Confidentiality at OPAL
- Good Neighbour



VOLUNTEER **AGREEMENT**



What you can expect from us :

OPAL will provide you with:

- An introduction to the organisation and your volunteering role within it.
- Training related to your responsibilities as a volunteer.
- An open relationship with your organiser including a discussion of your volunteering role after three months.
- Liability insurance to cover you whilst you are fulfilling your authorised volunteer role.
- Reimbursement of your expenses. (please see policy)
- A safe environment to volunteer in.

VOLUNTEER AGREEMENT



What we expect from you :

- **To take part in induction and further training to enhance your volunteering role.**
- **To read and follow our policies and procedures.**
- **To be punctual, trustworthy and undertake your volunteering as arranged and let your Organiser know as soon as possible if you are unable to attend.**
- **To treat everybody with respect, compassion and dignity.**
- **To report any concerns or problems to your Organiser about your volunteering and the people you help.**
- **To let us know if you have any ideas about how to improve our services and the way we work.**
- **To contact your Organiser or the Volunteer Coordinator if you would like to change the arrangements for your volunteering or move to a different role.**



Lesley Gough



Juliet Compston



Geoff Hope-Terry



Rhiannon Wilson



Older People Active Lives

OUR BOARD OF TRUSTEES



Andrew Evans



Andy Nevin



Suzanne Rimmer



Liz Cade



Jan Bailey



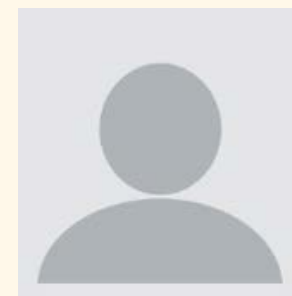
Saffron Cheetham



Julie Mann



Andrew Blake



Ken Holley

And finally....

THANK YOU



**On behalf of OPAL staff, trustees, and members,
thank you for choosing to volunteer at our charity -
giving your time, skills, and experience.**

We will do everything we can to ensure your experience is positive, fulfilling, and of course, fun!

Keep in touch and up to date with all areas of OPAL's Community:

