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| Diagram  Description automatically generated  **DBS Administrator Volunteer Role**  July 2024 | |
| **DBS Administrator Volunteer role** | |
| At ABC, we support refugees and asylum seekers in Bristol through our Free Shop, providing essential items with dignity, allowing displaced people to choose what they need without judgment. We also offer wellbeing groups that create safe spaces for learning, sharing skills, building friendships, and fostering community integration.  Refugees and asylum seekers often experience trauma, poverty, loss, and inadequate housing. Some may be victims of trafficking, slavery, or domestic violence and require social care. All are vulnerable and deserve respect and care.  For safeguarding reasons, volunteers supporting Aid Box Community must hold an ENHANCED DBS certificate.  As a DBS Administrator, you will play a crucial role in our mission by:  • Supporting the Volunteer Coordinator  • Communicating with new volunteers during onboarding process  • Scheduling, meeting and assisting with Enhanced DBS application appointments as necessary  • Completing necessary administration tasks | |
| **Hours** | 1 hour – 2 hours per week on an adhoc basis  Monday – Friday: In collaboration with volunteers as needed  10.15am - 3.30pm - negotiable timings |
| **Location** | 174B Cheltenham Road, BS6 5RE |
| **Key Roles & Responsibilities** | * Liase with Free Shop/Groups volunteers to arrange suitable meeting time (Following onboarding email sent by Naomi) * Ensure volunteer is aware of necessary documents for form completion * Meet volunteer at agreed time /place * Volunteer completes the application form * View the necessary docs and process application form with volunteer * For tracking purposes, update the applicable DBS spreadsheet fields with as much detail as possible * Inform volunteer of update service * Ensure DBS forms are kept securely (and volunteer is informed) * Post DBS applications immediately for processing by Young Bristol * Check progress of DBS applications * Remind volunteers to apply for Update Service as their certificate arrives   \*All volunteers completing an Enhanced DBS check are requested to register new certificates within 30 days of receipt, with the ‘Update Service’. This is a FREE service for volunteers, ensures that DBS certificates remain up to date and means that volunteers could use this certificate for other volunteer roles elsewhere. |
| **Communication** | Whatsapp Groups - Invitations will be shared |
| **Expenses** | Expenses can be claimed by completing an online **Expenses claim** form and submitting this to ABC along with payment receipts |
| **Training** | **Compulsory** training will be provided by ABC relevant to your role – detailed below in Volunteer Requirements |
| **Change to availability** | Having volunteers with Enhanced DBS checks is essential to enabling ABC to run our services.  To help with our planning we would appreciate your support as follows:   * **Last minute changes to availability** - please inform the staff team lead – [Naomi@aidboxcommunity.co.uk](mailto:Naomi@aidboxcommunity.co.uk) & via Whatsapp * **Longer term changes to availability/capacity**   Please inform our Volunteer Coordinator, Naomi [naomi@aidboxcommunity.co.uk](mailto:naomi@aidboxcommunity.co.uk) with as much notice as possible |
| **Safeguarding** | * **Safeguarding concerns**   Escalate safeguarding concerns immediately to [naomi@aidboxcommunity.co.uk](mailto:naomi@aidboxcommunity.co.uk) |
| **Offering LIFTS** | In line with ABCs Safeguarding Policy, ABC Volunteers **MUST NOT** offer lifts. |
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| **Volunteer Requirements** | * Successful Interview * Complete TRIAL session in one of ABCs settings * 2 x References – 1 character Reference, 1 Professional Reference * Complete Volunteer Agreement * Complete ABCs **compulsory** Training Program which will include sessions on:   + Introduction to ABC   + The Asylum System in the UK   + ‘Voices’ Cultural Awareness   + Safeguarding and Boundaries   **DBS**  Volunteering in ABCs Free Shop involves regularly interacting with vulnerable adult refugees to offer advice and guidance.  ***Level required*** - EnhancedDBS will be required for this role.  ***Cost*** - This will be at a cost of £15 to volunteers to cover administration fees.  *If a volunteer would find payment difficult, then please email* [*naomi@aidboxcommunity.co.uk*](mailto:naomi@aidboxcommunity.co.uk)  ***Update Service*** – All volunteers completing an Enhanced DBS check are requested to register new certificates within 30 days of receipt, with the ‘Update Service’. This is a FREE service for volunteers, ensures that DBS certificates remain up to date and means that volunteers could use this certificate for other volunteer roles elsewhere.  **ABC welcomes applications from those from a diverse range of backgrounds and with multiple languages.**  **Applicants must be over 18 years of age.** |
| **GDPR** | ❗️Privacy Statement - Aid Box Community  For more information on our Privacy Policy and data storage please send data requests to: 174b Cheltenham Rd, Montpelier, Bristol BS6 5RE  Or clare@aidboxcommunity.co.uk    **Collecting Your information (**Any personal information collected by Aid Box Community)  This applies to information we collect from:  - Forms on our website  - E-mail  - Subscribe Button  - Personal Contact  - Our database    **What We Do with Your data**  We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.    We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed.    We may take secure backups of this data and store these on a server in the EU. The data provided will only be kept for as long as it is necessary to carry out the functions it is needed for, then it will be destroyed securely.    **Access To Your Information**  - You have the right to request to be forgotten at any time and your data will be deleted.  - You have the right to request a copy of all the information that we hold about you.  - You can ask us to change anything that is wrong.  - You have the right to make a complaint. See our Complaints Policy here: https://static1.squarespace.com/static/58469774f7e0ab230f4df182/t/649c0dff9b8a7a018d6003eb/1687948801658/Policy+0015+Complaints+and+Whistleblowing+Policy.pdf |
| **Contacts** | * **Naomi**  [naomi@aidboxcommunity.co.uk](mailto:naomi@aidboxcommunity.co.uk)   Volunteer Coordinator – For Volunteering enquiries   * **Imogen** [imogen@aidboxcommunity.co.uk](mailto:imogen@aidboxcommunity.co.uk)   Designated Safeguarding Lead   * **Carol Ann**  [Carolann@aidboxcommunity.co.uk](mailto:Carolann@aidboxcommunity.co.uk)   Free Shop Coordinator: Mondays, Thursdays   * **Sam**  [freeshop@aidboxcommunity.co.uk](mailto:freeshop@aidboxcommunity.co.uk)   Free Shop Coordinator: Tuesdays, Thursdays, Fridays   * **Sara** [sara@aidboxcommunity.co.uk](mailto:sara@aidboxcommunity.co.uk)   Groups Coordinator |