



oasisnorthlondon

Creating Opportunities for People living with HIV

INFORMATION

for

VOLUNTEERS

WELCOME

Welcome and thank you for offering to volunteer for Oasis North London. We aim to provide a friendly and welcoming space for the many people that visit and use Oasis' services, either occasionally or on a regular basis. We try to be fully supportive of our volunteers and helpers who assist in a variety of tasks enabling us to fulfil our purpose of supporting people affected by HIV. We hope that you will be with us for a long time, that you find the work interesting, worthwhile and, of course, enjoyable.

Like yourself, all the Trustees are volunteers and understand the importance of volunteering. We look forward to working with you as you help in the smooth running of Oasis and the promotion of all aspects of its work. This booklet has been designed by Oasis volunteers and we hope that you will find it useful..

Who are we?

Oasis North London, formerly known as **Chalk Farm Oasis**, is based in the borough of Camden, and is a registered charity and company limited by guarantee providing a range of services to people ‘infected and personally affected by HIV’. The organisation was established in 1991 as an HIV Self Help group administered under the auspices of the Salvation Army in Chalk Farm. From those very humble beginnings, the organisation has grown to become a centre of service provision, highly regarded by users and funders alike.

What you can expect from Volunteering?

We strongly believe that the opportunity to volunteer for a deserving cause is one of the key rewards of volunteering.

It is also an opportunity to develop useful skills and relationships. Training and experience helps us all to improve our general professionalism. Oasis will provide you with both in-house instruction and some training from outside professionals. You will be covered by our insurance and can also take advantage of any of the Volunteers’ discount schemes that occasionally are on offer. Expenses that you may incur during your working hours will be reimbursed to you. Most of all, you will benefit from being part of a team, working and learning together.

Oasis Board of Trustees

VOLUNTEERING

What you need to know

HOURS

Oasis North London is open daily with each of its projects having their own schedule of times. This may include evening or weekend hours.

YOUR SHIFT

Whilst working, you will be responsible to the person or Working Group of that project. They are there to help you if you get into difficulties.

We appreciate the time you give to us. Some people have a regular slot each week and this is particularly useful to everyone when the projects draft their weekly or monthly rota. However, we all know that sometimes unavoidable problems arise, e.g. hospital visits, partners or children can be ill, job interviews, overtime or holidays, which means you will not be available. We expect you to contact your Coordinator or Working Group as soon as you know, so that a replacement can be organised.

OUR OBJECTIVES

- To provide a safe and welcoming environment for anyone who attends Oasis
- To maintain a high standard of conduct in Oasis at all times so that people feel comfortable about attending.
- To ensure that Oasis is well maintained and its activities are run and managed smoothly
- To ensure that Oasis is a source of support, information and involvement for anyone who attends.
- To build a strong relationship with our volunteers.

YOUR OBJECTIVES (Job description)

To help us achieve these objectives, we expect our volunteers to:

- Behave at all times in a respectful, supportive and inclusive manner towards others
- Co-operate with the other members of your team as fully as possible
- Be reliable, and carry out your responsibilities at the times and in the way that has been agreed
- Keep yourself as informed as is possible on HIV, Oasis and its activities
- Maintain excellent housekeeping standards, keeping Oasis as tidy and presentable as possible
- Be aware of Health and Safety procedures in relation to volunteer, staff and service user safety and thereby, maintaining a safe working environment
- Be aware of security guidelines and follow them Keep any necessary records
- Build a strong relationship with your team

We know that this looks like a formidable list, but help is usually close at hand. As you gain experience, much of this will become second nature. Never be afraid to ask!

YOUR QUALITIES & SKILLS (Person specification)

We expect our volunteers to be:

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|---------------------------------------|--|
| ▪ Reliable and responsible | ▪ Willing to learn |
| ▪ Co-operative | ▪ Protective of confidential information |
| ▪ Enthusiastic and upbeat | ▪ Team orientated |
| ▪ Attentive to detail | ▪ A good communicator |
| ▪ Proud to represent the organisation | ▪ Non-judgemental |
| | ▪ Willing to maintain the standards of Oasis |

THE OASIS CHARTER

1. OASIS North London aims to be a **safe place** for all who attend.
2. Any person should be able to expect their time at OASIS to be free from discrimination, harassment and offensive behaviour. We cannot accept such behaviour and people who disrupt OASIS in this way will be asked to leave.
3. No personal information is required of anyone to attend OASIS.
4. Information and identities revealed at OASIS are **confidential**. It is all our responsibilities to ensure that information, discussions and identities do not go outside OASIS.
5. OASIS is a "Chemical Free Zone". For the health and comfort of all who use OASIS we request that people refrain from using alcohol, tobacco and recreational drugs on the premises.
6. Health and Safety dictates that no dogs are allowed in the communal spaces (except Guide and Assistance dogs).

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