



## **VOLUNTEERING AT POSITIVE ACTION IN HOUSING**

Thank you for your interest in volunteering for Positive Action in Housing (PAiH). We want to make sure that your experience with us is positive and rewarding. The following is a brief guide on what we do and how the organisation operates.

### **What We Do**

Positive Action in Housing is at the forefront in the struggle for racial equality in housing, we deal with issues such as homelessness, racial harassment, unmet housing need and restricted employment/training opportunities. PAiH seeks to work proactively with its partners to eliminate racial discrimination and promote equality of opportunity in housing. We currently have 200 members from all parts of Scotland, including housing associations, co-ops, local authorities, black/voluntary organisations and individuals. Volunteers are involved with us as Casework Assistants, Admin Assistants, and Training Assistants (working in the office).

### **Expenses**

When you volunteer for PAiH we will reimburse any travel expenses incurred to and from our office by public transport on production of receipts. We also reimburse lunch costs, up to £3 per day, when you work between the hours of 10am and 3pm. Any other expenses incurred must be first agreed with and authorised in writing by the Admin Manager.

### **Refugees/Asylum Seekers and Volunteering**

Volunteering does not affect your claim for asylum in this country. Your right to claim expenses is also not affected.

### **Timekeeping**

You may donate as much or as little time as you want however we need volunteers to agree the times that they are available; therefore, if you are unable to attend when you are supposed to please notify the Admin Manager who can then make other arrangements.

### **Confidentiality**

All volunteers must adhere to our confidentiality policy. This is to ensure that no information, however trivial, is disclosed out with the organisation. The agreement form, which you sign during your induction session, seals your agreement to this policy.

## **Behaviour**

Volunteers must not be under the influence of Alcohol or Drugs whilst working. All volunteers should conduct their behaviour and language in a respectful manner. Should any incident occur involving harassment or violent or threatening behaviour, please report it to the Admin Manager as soon as possible.

## **Complaints**

We want you to be happy during your time at Positive Action in Housing. If you have any problems with other volunteers or staff members, which you cannot resolve directly, please discuss it with the Admin Manager to achieve a resolution.

## **Reporting Procedures**

Your immediate line manager/contact in the organisation is the Admin Manager. Any problems, queries or disputes should be reported to him/her to be resolved.

## **Health and Safety**

It is important that you know the location of fire alarms, extinguishers and the fire exit. In the unfortunate event of a fire leave the building after raising the alarm. If you come across any hazards while working, report it to the Admin Manager. The Health and Safety Manual is kept in the front office, please familiarise yourself with its contents. Any accidents that occur should be reported to the Admin Manager to ensure the appropriate action is taken.

## **Equal Opportunities**

Positive Action in Housing operates an Equal Opportunities Policy.

## **And Finally**

Positive Action in Housing believes that our relationship with our volunteers should be one of mutual responsibility and commitment, within which PAiH and our volunteers both have rights and responsibilities. We hope that volunteers not only enjoy their time with us but also gain from it in terms of their own personal objectives and development.

If you should have any further questions – just ask. Our Committee, Staff and Volunteers are always happy to help.

## **Organisation Contact Details:**

Jamie O'Neill  
Admin and Finance Manager  
Positive Action in Housing  
98 West George Street  
Glasgow G2 1PJ

Tel: 0141 353 2220  
Fax: 0141 353 3882  
Email: [jamie@paih.org](mailto:jamie@paih.org)