



Healthy Children

**Healthy Children in Healthy
Families**
VOLUNTEERS HANDBOOK

NAME

Edited 2nd May 2017 within the HEPCOM project



Coventry City Council



Healthy Children

CODE OF CONDUCT

The aim of the Healthy Children in Healthy Families (HC/HF) project is to work in partnership with families, community groups and organisations in order to increase opportunities and help people reach their potential in a range of health related activities.

- When working with HC/HF you are not only representing yourself, but also Coventry City Council. We are very keen to ensure that all of our projects are of a high quality and uphold principles of good practice.
- It must be fully understood that confidentiality is adhered to at all times. Details given by participants must remain in the strictest confidence and must not be discussed at any time, other than with the appropriate officer
- Please ensure you arrive at all appointments 15 minutes early.
- To inform families of health messages relevant to their needs and where appropriate.
- To ensure that a register of attendance or a log of meetings, events attended is completed .
- To ensure a strict code of confidentiality and all logs are kept safe and a copy given to the HC/HF
- To make the effort to attend monthly. Community Health Volunteer meetings whenever possible.

TRAINING LOG

TRAINING	Date Completed	Comments
Brief Interventions		
Safeguarding Children's		
Effective Coaching & Communication		
Heart start First Aid		
Physical Activity Workshop		
Nutrition Workshop		
Ethics & Organisation		
CASE STUDY		
CRB	Date Issued	Certificate Number

CASE STUDY – Guidelines

Outline of project aims

How the project started

What you did

Client information

Where did the client (family) come from?

Is this from partnership working

Evaluation

Client changes (details of physiological / behaviour changes)

What the client said

What are the key learning points from the project

Progression routes

As a result of your project/work did you signpost the client/family onto any health services?

Be active be healthy programmes

Smoking cessation

Health trainer

Leisure centre

Any other comments

Do you have permission to use the photos Yes / No

Has the client(s) included in this case study given permission to be contacted for more information Yes / No

This may include their story being turned into an article and sent to local press or used by the Council's communications tools (such as Citivision, the website and intranet, leaflets, display materials, facebook or twitter) and may include being asked to put up for interview on the radio etc.



Volunteer Work Log

- Date –
- Work -
- Name of Client -
- Contact Details –

- **WORK UNDERTAKEN**

- **COMMENTS/Evaluation**

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CASE STUDY – Notes



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