

Blossom

A Symphony of Diversity





FOR CHANGE MAKERS & KIND COLLEAGUES

Volunteers Handbook

Welcome to The Blossom Group ASA CIC, where every volunteer is a changemaker committed to promoting positivity, kindness, and collaboration in our diverse communities.

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Welcome to Our Community

Dear Changemaker and Kind Colleague,

We are thrilled to welcome you to The Blossom Group ASA CIC, a community-focused organisation dedicated to promoting positivity, kindness, and collaboration. You're joining passionate changemakers committed to making a positive impact on the world.

What We Believe

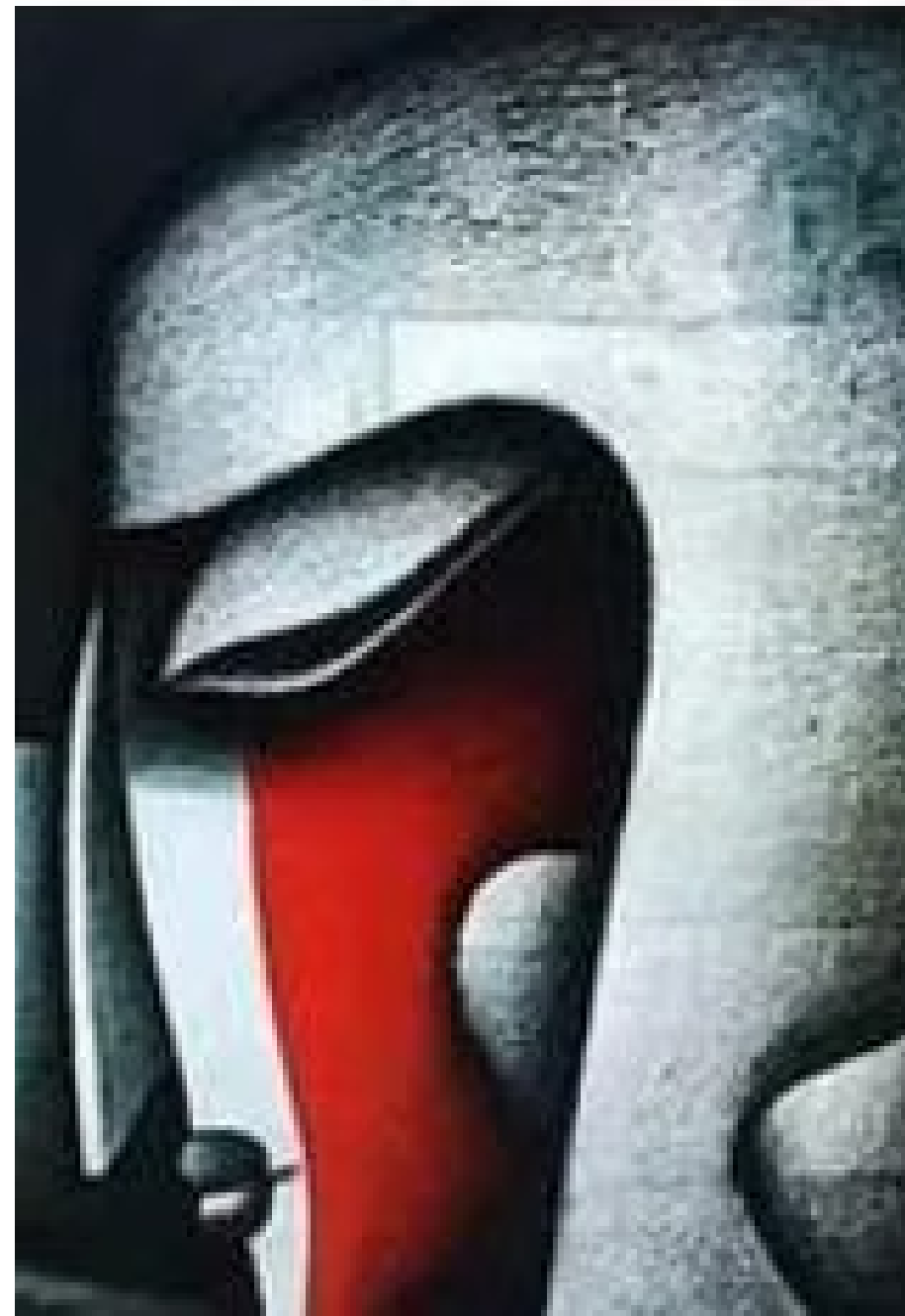
Our diverse communities are at the heart of everything we do. We create a culture of service excellence that puts their needs first, promoting social and environmental responsibility.

What You Can Expect

A culture of positivity, kindness, and collaboration, plus opportunities for growth in a diverse and inclusive workplace where creativity and teamwork thrive.

Sincerely, Jaqueline Jean-Louis Volunteer Manager

& Shahid Mahmood, Chief Executive Officer



Everyone is a Changemaker



At Blossom Group ASA CIC, we believe that **everyone is a Change Maker**. This includes all Directors, Management, employees, and volunteers—our Kind Colleagues. By fostering collaboration, teamwork, and shared responsibility, we create a supportive environment where everyone feels valued.



Invaluable Contributions

Our Kind Colleagues bring diverse skills, experiences, and perspectives that help us better serve our clients and partners.



Meaningful Development

We provide opportunities to develop skills, gain valuable experience, and make a real difference in the world.



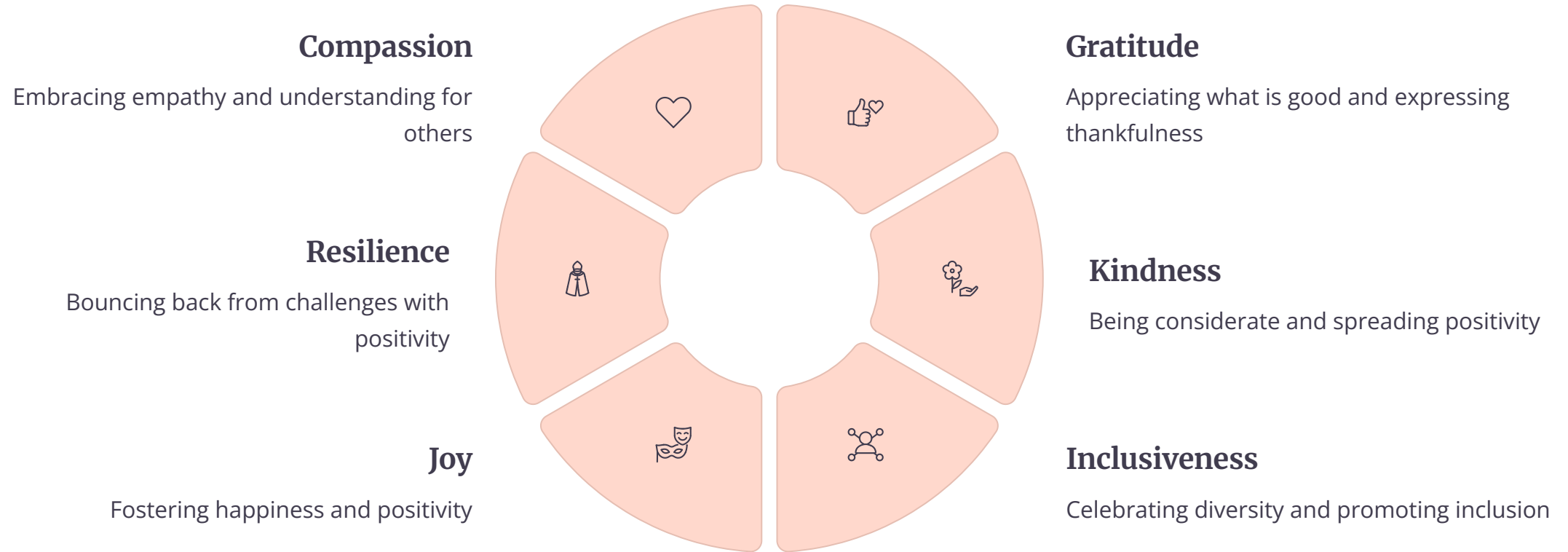
Shared Vision

Together, we work toward a world where equity and justice are the norm, and everyone reaches their full potential.

Volunteering is a powerful way to create positive change. Whether through direct service, advocacy, or community outreach, our volunteers play a critical role in building a more just and equitable society.

The Happy Place

Everything we do at Blossom Group ASA CIC is about building "happy places" that contribute to creating a positive environment for everyone.



 **Our Foundation:** At Blossom Group ASA CIC, our company is built on values of happiness, love, and inclusiveness. We strive to create a supportive and empowering environment for all our changemakers, clients, and partners.



On Your First Day

Welcome! We want your first day to be stress-free and enjoyable. Here's what to expect:

- 1

Arrival
Please arrive 15 minutes before your scheduled start time to get settled and ready.
- 2

Dress Code
Dress in whatever makes you feel comfortable, confident, and ready to take on the day.
- 3

Paperwork
Bring a copy of your identification and any necessary paperwork you were asked to complete.
- 4

Orientation
We have a fun, engaging orientation covering our history, mission, values, and policies, plus an office tour.
- 5

Equipment & Schedule
You'll receive all necessary equipment and a detailed schedule for your first week, including training and meetings.

Relax and enjoy! Don't stress or worry. We're here to support you every step of the way. If you have any questions or concerns, don't hesitate to ask.

Your Role & The Benefits

Your Role as a Kind Colleague

As a Changemaker at Blossom Group ASA CIC, you'll play a crucial role in making a difference. You'll participate in various volunteer roles—from leading projects to supporting events to helping individuals and families in need.

We expect you to conduct yourself in a friendly, professional manner and always be willing to lend a hand. In recognition of your dedication, we offer rewards and recognition programmes, from social media shoutouts to treats at events.

Being a Kind Colleague not only improves your health and wellbeing but also enhances your future job prospects by building relevant skills, demonstrating commitment to social responsibility, and providing valuable professional connections.

Benefits for You

- Increased sense of purpose and fulfillment
- Reduced stress levels and improved mental health
- Enhanced physical health and social connections
- Development of new skills and experience
- Networking opportunities and career advancement
- Enhanced resume with valuable references

Vision, Mission & Values



Our Vision

We envision a world where all people thrive and pursue lives of purpose, where every sector of society is just, fair, and inclusive, enabling all people to participate and reach their full potential.

Our Mission

To enable each and every single person to participate actively in society by equipping everyone with the knowledge, skills, and confidence to make a positive difference—locally, nationally, and globally.

BLOSSOM: The Simple Solution

Safety

Safety is integrated into every aspect of our operations

Inclusion

We welcome and value diversity with respect, equality, dignity, and acceptance

Motivation

We inspire and motivate for positive social change

Positivity

We cultivate a positive environment that boosts happiness, productivity, kindness, and creativity

Loyalty

We foster a culture of loyalty and support for all, creating pride and passion

Equity

We provide an equitable environment where every individual can blossom

Our Code of Conduct



All volunteers are expected to read and follow our policies, procedures, and Code of Conduct. These guidelines help us operate in alignment with our values and ensure the safety and wellbeing of everyone.

- **Respect for All**

Treat everyone with kindness, empathy, and respect. No bullying, harassment, or discrimination allowed.

- **Keep it Confidential**

Protect sensitive information about Blossom Group ASA CIC, its clients, and partners.

- **Professionalism with Personality**

Behave professionally while bringing your unique personality. Be punctual, reliable, and dress for success.

- **Quick on the Draw**

Respond promptly and cheerfully to requests and concerns from clients, partners, and fellow Change Makers.

- **Safety First**

Prioritize your own safety and the safety of others. Follow safety procedures and report any concerns.

- **Ethical Avengers**

Act with integrity and uphold ethical principles. Avoid conflicts of interest and stay true to our values.

- **Law Abiding Citizens**

Comply with all applicable laws and regulations, including data privacy and protection.

- **Always Improving**

Be open to feedback and strive to continuously grow and learn.

- **Team Players**

Work together with others and support colleagues to achieve common goals. Sharing is caring!

- **Communication Superheroes**

Communicate effectively and respectfully. Use clear language, practice active listening, and inform others promptly of schedule changes.

📅 We provide flexible time commitments, scheduling accommodations, and insurance coverage to ensure volunteer safety. We understand unexpected events occur—please communicate any changes so we can provide support.

Training, Wellbeing & Thank You



Your Wellbeing Matters

We prioritize the six elements of wellbeing: physical, emotional, social, spiritual, intellectual, and environmental. We provide healthcare access, wellness programs, mental health support, and encourage self-care.

Training & Development

We provide access to workshops, webinars, and on-the-job training covering cultural competency, community organizing, advocacy, and leadership development. Our team offers ongoing support and mentorship to help you succeed.

Meet the Team

Thank You

Thank you for your commitment and dedication to helping us achieve our mission of building a more equitable and harmonious community. We encourage you to read our policies handbook, the Blossom Story, job roles, and governance handbook for a deeper understanding of our organization.

We're always here to support you in your journey towards positive change!

