

# VOLUNTEER POLICY FOR THE VIABLES COMMUNITY ASSOCIATION



## STATEMENT OF INTENT

Viables Community Association aims to support all volunteers equally and ensure that volunteering within the organisation is a rewarding and personally satisfying experience.

## DEFINITION

With the exception of the Association's employees, all people working within this organisation are volunteers. They make up the management and governance structure of the Association.

## AIMS

The Association aims to:

- Encourage volunteers and local volunteering;
- Maximise the participation of volunteers;
- Support volunteers to carry out their role effectively and with the minimum burden to themselves;
- Ensure that volunteers feel important, included and involved.

## OUR COMMITMENT TO VOLUNTEERS

All volunteers within the organisation will:

- Be valued as individuals;
- Have an appropriate induction and be given a clear description of what they will be asked to do;
- Have the opportunity to negotiate duties;
- Be respected and treated fairly;
- Be included in meetings if requested;
- Contribute to developments and decision making;
- Receive supervision and the opportunity to discuss concerns;
- Receive continuous support and feedback;
- Be reimbursed for out of pocket expenses;
- Be insured;
- Have a safe working environment;
- Have up to date information about the organisation;
- Receive recognition and/or accreditation for their work.

## **OUR EXPECTATIONS OF VOLUNTEERS**

Viabes Community Association expects its volunteers to:

- Commit to a particular task, event or series of events;
- Inform the manager of the association of any medical/health issues prior to starting;
- Arrive on time;
- Inform the relevant employee or trustee if they are going to be late or absent;
- Perform their agreed duties;
- Inform a friend or family member if they are working on their own, in line with the Association's lone working policy;
- Follow the procedures and policies of the Association;
- Treat staff members, other volunteers and service users with respect;
- Help the organisation to work towards its aims and objectives;
- Respect confidentiality;
- Consult the appropriate person if in need of help or guidance;
- Attend supervision and training events when required;
- Report any accidents to the Centre Staff;
- Raise any incidents of harassment from another volunteer, employee, or service user with the Centre Administrator or a trustee. No form of abuse, intimidation or harassment should be tolerated and volunteers must not have to work in fear of this and neither should staff members should they receive abuse from volunteers.

## **RECRUITMENT AND SELECTION**

Issues to be considered before recruiting a volunteer:

- Volunteers will be recruited from the local community;
- Anyone can volunteer as long as they are willing to:
  - have their skills matched to the most appropriate volunteer vacancies;
  - undergo a DBS check, if they will be working unsupervised with children or adults at risk.
- Where appropriate, each volunteer will develop their role with the line managers, trustees and the group they are supporting;
- Volunteers will provide the Association with their personal and emergency contact details;
- Depending on their volunteer role, volunteers will be required to sign a declaration or an agreement relating to health problems, data protection, criminal convictions, confidentiality etc; Every volunteer will also receive an induction booklet.

- The volunteer may negotiate their commitment with the association on a basis that suits them.

## **VOLUNTEER DATA**

This will be kept securely in the office.

## **COMMUNICATION**

Communication with volunteers will be a two way process. Each volunteer can discuss any concerns with their Line Manager, the Centre Manager or a trustee as soon as they arise. All volunteers will be introduced to the Centre Manager as appropriate and will be kept abreast of any major changes within the organisation.

## **INSURANCE**

Volunteers are only covered whilst they are engaged in activities on behalf of the Association.

## **REIMBURSEMENT OF EXPENSES**

Volunteers will be reimbursed for out of pocket expenses, on production of receipts.

## **HEALTH & SAFETY AND LONE WORKING**

There is a separate policy that covers the Health & Safety within the organisation and volunteers will be made aware of this when joining the organisation.

Volunteers working on their own are expected to take reasonable precautions when working on their own or without close staff supervision. It is suggested that all volunteers carry with them a mobile phone and ensure that they have access to basic first aid equipment when working on their own.

## **TERMINATION OF VOLUNTEERING**

Volunteers have the right to opt out of involvement with the Association at any time. However, we do ask volunteers to give reasonable notice, ensuring that the Association continues, and events to which the volunteers have committed are not compromised.

The misuse of drugs, alcohol, and other substances which may inhibit the faculties of an individual, is not permitted whilst volunteering for the Association. Misuse will lead to immediate termination of volunteering. In addition, any behaviour which has been deemed inappropriate or unacceptable, or which brings the Association into disrepute, will also lead to termination of the volunteering relationship. If a volunteering position is not working out and providing the users of an activity or service with suitable support, or a volunteer is creating challenges for the Association or any of its staff, the Association reserves the right to terminate the voluntary role.

## **CONFIDENTIALITY**

Volunteers should regard all information as confidential and it must not be passed on to a third party.

Volunteers should always use the business address to correspond with users and must not give their personal details.

Viabes Community Association will do their best to safeguard any information about volunteers that they retain.

Volunteers have the right of access to their own details.

## **EQUAL OPPORTUNITIES**

All volunteers will have the same rights and be treated in a consistent manner.

All vacancies are open to anyone regardless of ethnic or national origin, religion, age, gender, disability, sexuality, political belief, marital or parental status.

## **GRIEVANCE AND DISCIPLINARY PROCEDURES**

If a volunteer wishes to make a complaint this should in the first instance be discussed with the Centre Manager or any Trustee of the Association. If resolution cannot be reached then it will be referred to the Chair of the Association.

If a volunteer has acted in an inappropriate manner, then this should be discussed immediately with the Chair of the Association, or if unavailable with the Vice Chair. In extreme cases if the issue is serious the volunteer will be asked to leave the organisation.

All discussion and meetings relating to complaints or inappropriate behaviour will be noted and placed in a confidential file held with the Chair of the Association.