



VOLUNTEER POLICY

Introduction

Volunteers are an important and valued part of 1625 Independent People, the following policy sets out a guideline of how volunteers are integrated into Independent People and briefly the expectations for and from both the volunteer and Independent People.

Recruitment

We will use appropriate means to advertise for volunteers locally that take into account the principles of our Equal Opportunities and Diversity Policies. The applicant will have to complete an application form, but help can be given with this if necessary. The applicant will be interviewed by the member of staff responsible for overseeing the volunteering opportunity and if this is successful the two references asked for will be taken up.

A criminal records check with the Criminal Records Bureau will be made for every volunteer.

Induction and Training

There will be an induction prepared and delivered by the member of staff responsible for overseeing the volunteering opportunity. This will include:

- The role of the volunteer;
- A list of all staff members and volunteers;
- Copies of all the relevant policies including this Volunteer Policy and others for example, Confidentiality, Health and Safety, Equal Opportunities and Diversity, Safeguarding and Complaints;
- Essential procedures i.e. timekeeping, rota etc;
- Code of Conduct;
- Induction training and details of ongoing training; and
- Other information as appropriate.

There will be a trial period of 2 weeks to give the organisation and the volunteer time to discover if they are suited to each other. A review will be made midway through the trial period and also at the end.

Expenses

We value our volunteers and want to ensure that there are no barriers to volunteer involvement. Out-of-pocket expenses, if required, will be reimbursed, such as expenses for travel, meals and childcare, however these expenses are subject to budgetary constraints. In order to claim expenses, you must verify with the member of staff responsible for

overseeing opportunity prior to incurring these expenses. There may be some instances in which an out-of-pocket expense cannot be reclaimed. In such situations, your mentor will explain why but it may be advisable to speak to the member of staff overseeing the volunteer opportunity before incurring the expenses to make sure these can be reclaimed. When reclaiming your expenses, you will then need to complete the relevant expenses form and attach all appropriate receipts and pass them the Finance Officer. You can obtain these forms from the person managing your volunteering opportunity.

Support

The member of staff responsible for overseeing the volunteering opportunity and other staff/volunteers will offer support to the volunteers. There will be a briefing session at the beginning and a de-briefing at the end of each session, where this is appropriate.

The member of staff responsible for overseeing the volunteering opportunity will support the volunteer and will have regular catch-up and feedback sessions with the volunteer to discuss any problems or issues that may arise.

Insurance

The organisation has a valid insurance policy.

Confidentiality

This organisation operates an explicit Confidentiality Policy, which everyone delivering a service on behalf of Independent People, including Board, Committee, volunteers and staff, are obliged to observe.

Resolving Problems

The relationship between the organisation and its volunteers is entirely voluntary and does not imply any contract. However, it is important that the organisation is able to maintain its agreed standards of service to the service users who use it, and it is also important that volunteers should benefit and enjoy making their contribution to this service.

If your role as a volunteer does not meet with the organisation's standards, we will monitor this performance and support necessary areas for improvement. If following this there is no improvement, Independent People will seek to terminate the volunteer placement.

Equally if you are dissatisfied with any aspect of your placement you should, initially discuss this with your mentor. Following this you may use Independent People's Complaints policy to seek to rectify the issues.

This Volunteer policy will be made accessible to all, and reviewed every 3 years to adapt or improve it

For more information...

1. Useful contacts

Volunteer Bureaux or Council for Voluntary Services

These can be found in your local yellow pages or phone directories.

Volunteering England

Regent's Wharf

8 All Saints Street

London N1 9RL

Phone: 020 7520 8900

E-mail: Volunteering@volunteeringengland.org

Website: www.volunteering.org.uk

National Association of Councils for Voluntary Service

Phone: 0114 278 6636

Website: www.nacvs.org.uk

2. Publications

Essential Volunteer Management

By McCurley and Lynch. Available from the Directory of Social Change. Phone: 020 7209 55151

Just About Managing: Effective Management for Voluntary Organisations and Community Groups

By Sandy Adirondack. Published by the London Voluntary Service Council. ISBN 1 872582 80 X.

Voluntary But Not Amateur: A Guide to the Law for Voluntary Organisations and Community Groups.

By Jacki Reason, Ruth Hayes and Duncan Forbes

Published by London Voluntary Service Council. ISBN 1 872582 11 7.

The Volunteer Recruitment Book

By Susan Ellis. Available from the National Centre for Volunteering

Phone: 020 7520 8900. They also produce a range of other publications and free leaflets – ask for their publications brochure.