

Volunteer Policy



This Policy is written to recognise the contribution made by volunteers and to provide a framework for how we will manage our volunteers.

The organisation defines volunteering as “The commitment of time and energy, for the benefit of society, the community and the environment. It is unpaid and undertaken freely and by choice.”

We value the involvement of volunteers in our work because they help reflect the interests and needs of our community and bring a unique perspective to all our work.

We recognise volunteers as a core part of our team, with a distinctive but complementary role alongside paid staff. Volunteering should be a mutually beneficial experience where we benefit from the skills, experience and enthusiasm of volunteers, and they gain personal benefits from the experience. We are committed to managing volunteers in a way that ensures that the needs of both parties are met.

As a community based organisation we have a clear equality and diversity focus and this is central in the treatment of all volunteers, staff, and service users. We strive to create a diverse and inclusive organisation. We are committed to ensuring equality of access to high quality volunteer opportunities and equality of treatment for our volunteers in all our policies and practises.

Volunteers with the organisation are fully protected by our public liability and personal accident insurance. However, drivers using their cars in connection with their voluntary work must inform their own insurance company to ensure adequate and continued cover.

The organisation reimburses volunteers out of pocket expenses when claims are submitted on a standard Expenses Claim Form and accompanied by proof of expenditure. We also have a Mileage claim form.

The organisation is committed to involving all sections of the community as volunteers and will promote opportunities widely throughout St Ives and neighbouring areas. We will endeavour to make recruitment and selection materials available in alternative formats upon request and use images and/or descriptions that reflect the diversity of the community.

The organisation implements a fair, effective and open system in the recruitment and selection of volunteers and treats all information collected in this process confidentially.

Induction and Volunteer Handbook

We have a system for inducting new and refreshing the training of existing volunteers.

Upon starting, volunteers are sent all the organisational Policies and a Volunteer Handbook by email and are shown where it is printed in the folder at the club.

The Handbook has documents to support volunteers and provides background information on the organisation and all it's activities. It explains its structures and procedures, describes the volunteer role and the work team and outlines how s/he/they will be supported, including practical information on health and safety, confidentiality, claiming expenses and code of behaviour.

Volunteers are provided with relevant training to help them carry out their role safely and undertake a minimum of 3 sessions of induction before they do collections without support.

After volunteering for a month they are offered a check in session to discuss how they are finding volunteering, giving them opportunity to discuss issues, give feedback and ask questions.

Volunteers may be offered other training courses run by the organisation that are relevant to their role.

Complaints

The organisation takes complaints about or by volunteers seriously. A complaints procedure is in place whereby we will try to resolve minor complaints or issues about or by volunteers or their work, through the usual support and supervision procedures. However, in the case of more serious issues, formal procedures will be followed which will include in the case of particularly serious offences (as specified in the Code of Conduct) bypassing the process and/or asking the subject of the complaint to leave. (See Complaints, Grievance & Disciplinary Policy) Where a criminal offence is suspected, the matter will be handed over to the police.

Communication

We recognise the core role that volunteers fulfil at every level of the project. We aim to communicate with volunteers in appropriate ways, including whatsapp and Facebook groups available for all volunteers to join, regular e-mail updates and social media platforms. We also recognise the importance of seeking volunteers ideas and opinions at regular intervals and conduct volunteer surveys and we provide a suggestion box at the Rugby Club. Feedback from volunteers is always welcome (even after they decide to leave).

Feedback

The organisation recognises that volunteers have a huge impact on those they work with and on their own lives. We will gather evidence of the amount of work carried out by volunteers and of the difference made by them by gaining feedback from them and those they have engaged with.

Data protection and intellectual rights

Volunteers' personal details must be protected in line with data protection principles. All volunteers' details are held in line with data protection regulations.

Both volunteers and the organisation agree that the intellectual property rights of original work produced by volunteers automatically transfers to the project. This includes reports, flyers, and any other work produced in relation to the project and its activities.

This policy and accompanying procedures will be reviewed every two years to ensure that it reflects best practice for volunteering.