

**Volunteering Policy**

**Policy Description**

This policy aims:

* To provide a framework for all LS29 Time Holiday Club staff when considering involving volunteers in their work
* To provide an example of good practice
* To provide a foundation on which our involvement of volunteers will be based and to enable volunteers to know the following:
* to set out how they can expect to be treated
* where they can turn to if they feel that things are going wrong
* ensure that volunteers are fully supported during their volunteering role
* To help ensure fairness and consistency when involving a diverse group of people.

Links to other policies:

Bullying and Harassment Policy

Community Engagement and Responsiveness Policy

Data Protection Policy

Driver Policy

Health and Safety Policy

Safeguarding Children and vulnerable Adults Policy

Equality of Opportunity Policy

**Introduction**

LS29 Time Holiday Club is committed to ensuring that local communities are involved in decision making processes that influence our services.

Our aim is to increase the participation and inclusion of local communities within the Holiday Club, by providing volunteer opportunities through our holiday sessions.

Our vision is that members of the community will be enriching and helping in practical based activities.

**Purpose of the Policy**

To provide a framework for all staff when considering involving volunteers in their work; To provide a foundation on which our involvement of volunteers will be based and to enable volunteers to know where they stand; to set out how they can expect to be treated; where they can turn to if they feel that things are going wrong; ensure that volunteers are fully supported during their volunteering role; To help ensure fairness and consistency when involving a diverse group of people.

**Aims of the volunteering initiative**

Staff will consider involving volunteers when planning, monitoring and providing services; Staff will consider ways to involve volunteers in decision making; Involving volunteers from the community will become an integral part of our culture.

**What is a volunteer?**

Volunteering is an important expression of citizenship and fundamental to democracy. It is the commitment of time and energy for the benefit of society and the community, and can take many forms. It is freely undertaken and not for financial gain. The principle of non-payment of volunteers is central to this Code of Volunteering and to the wider sector and society’s understanding of volunteering.

The Holiday Club understands the term volunteering to include formal activity undertaken through public, private and voluntary organisations as well as informal community participation and campaigning. Volunteering is defined as an activity that involves spending time, unpaid, doing something that aims to benefit the environment or individuals, third parties or groups other than (or in addition to) close relatives.

The Holiday Club adheres to the Volunteer “compact code of practice”

<http://www.compactvoice.org.uk/sites/default/files/volunteering.pdf>

**Statement of Intent**

Volunteers will be offered a safe working environment;

Volunteers will be offered support and encouragement;

Volunteers will be offered rewarding experiences;

Volunteers will not be used to replace paid members of staff.

**Why volunteers?**

There are many benefits to the Holiday Club and the local community in involving volunteers. These include:

* Volunteers can bring a different perspective to our work, often one that reflects the views of the local community;
* Volunteers can help to extend services we currently offer;
* Members of the public may be more likely to identify with members of their own community, particularly if those communities are seldom heard, rather than professionals;
* Volunteer opportunities can provide new challenges and enable people to learn new skills and to be involved with something interesting, and rewarding.
* May improve health and wellbeing;
* Be inspired by others;
* Sharing skills with the community;
* Build confidence;
* Networking opportunities with local employers;
* Increased employability;
* Learn team building;
* Learn how to communicate with all sectors of society;
* Develop their skills;
* Set a positive role model;
* May increase physical activity (if the volunteering demands physical activities; Provides an experience that can be transferred to a CV or UCAS application.

**Opportunities for volunteers**

The Holiday Club will have a range of opportunities for volunteers. Working with community groups to provide support for people with learning difficulties, so we can offer supported work experience; Widening access to our trips and visits.

**Data Protection**

Volunteers can be reassured that the Holiday Club only asks for information that it really needs and that it will keep the information secure, limit access to it and will not pass their details on without consent unless legally obliged to do so.

**Equality and Diversity**

We welcome applications from volunteers from diverse backgrounds and would expect them to also adhere to our Equality of Opportunity Policy.

**Volunteer Handbook:**

**For People Volunteering within LS29 Time Holiday Club**

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**1 Introduction**

Welcome to Volunteering at LS29 Time Holiday Club, we hope that you enjoy your time here. The following Handbook sets out day to day operational details of Volunteering, but please talk to your line manager if you have any other questions

**2 Recruitment and selection**

2.1 A variety of approaches will be used to recruit volunteers, including those from communities that are underrepresented.

We will: Raise awareness of volunteering opportunities through local voluntary, community and faith groups; Display volunteer opportunities in local shops, leisure centres, Job Centre, Community Centre’s, on our website and any other appropriate outlets; Register Volunteer opportunities on the “do it org uk volunteering” website; Register Volunteer opportunities on our Website.

2.2. Volunteers will be invited to an informal meeting with the line manager.

**3 Security and screening**

3.1 All volunteers who will regularly come into contact with under 18s or vulnerable people, as part of their volunteer role will be subject to screening in line with holiday club policy, i.e. Disclosure & Barring Service (DBS) check (free to volunteers), References.

3.2 Please refer to DBS policy where relevant for volunteers within the Holiday Club. Under the provisions of the Rehabilitation of Offenders Act (1974) volunteers who will come into regular contact with vulnerable people are required to declare all previous convictions. This includes unspent and spent convictions. This information will be treated in strict confidence. Having a criminal record will not necessarily be a bar to anyone who applies to be involved with our work and only relevant convictions will be taken into account when considering a prospective volunteers application

**4 Induction and training**

4.1 All volunteers will complete a mandatory induction before they are deployed, using the form in appendix 2.

Induction will set out: a brief introduction to the LS29 Time Holiday Club; an outline of expectations and volunteer responsibilities and conduct; how to complete an expenses claim; volunteers will be supplied with ID badges and will be expected to wear these whilst carrying out volunteer duties on the premises; our commitment to Equality and Diversity; contact name and phone number for the Holiday Club Manager.

4.2 If the volunteer role involves the volunteer driving college a minibus on any outings or visits, please refer to our driver policy for further details.

**5 Responsibilities Line Managers**

5.1 Once the recruitment process is complete, the following steps should be followed by line managers who, before the start of the placement, should: Read the policy and handbook; Contact the volunteer and discuss what their first few hours as a volunteer will involve. They should also ask what support will be required for the volunteer to contribute effectively; Ask in what format the volunteer would like relevant documents and information (i.e. via email, hard copy); Make sure the volunteer is greeted on their first day, shown the facilities and offered a drink; Introduce them to the teams they will be working with; Invite volunteers to relevant team meetings.

5.2 On-Going Support - Volunteers must be made welcome and know that their contribution is recognised; After each holiday programme, the volunteer and line manager should meet for an informal progress review. During that session, both parties will reflect on highlights and disappointments during the last few weeks and will have a discussion around training needs for the future. Minutes from that meeting will be signed and dated by both parties to show that it is an accurate record of what was discussed; An informal exit interview will be offered to all volunteers when leaving their volunteering role.

**6 Reimbursement of Expenses**

6.1 The Holiday Club would not want volunteers to be out of pocket because of their voluntary work and all reasonable expenses will be paid for. (All expense claims are subject to a maximum claim limit of £5 per day) These include: Reasonable travel costs; Public transport costs will be reimbursed on production of receipts; Reimbursement of food costs if the volunteering opportunity is over a meal period or greater than 4 hours; Any other reasonable and necessary expenses to be considered.

**7 Problem Solving Procedure**

7.1 While we do not have legal duties towards volunteers, and do not wish to create a contractual relationship with them, we feel that it is important that problems or complaints are dealt with fairly, openly and consistently. A volunteer has a right to complain if they feel they have been treated unfairly, in the first instance try to resolve problems informally as they arise. If there is a problem with the volunteer’s behaviour, then an informal meeting should be arranged with the Holiday Club Manager.

**8 Health and Safety, Risk Management and Insurance**

8.1 Volunteers have a right to work in a safe environment, all risk assessments need to be reviewed to ensure that they include volunteers. The Holiday Club will undertake its duty of care to Management of Health and safety at Work Regulations 1999.

8.2 For the purposes of insurance, the Health and Safety policy and procedures, volunteers will be given the same protection and duty of care given to them as paid employees this would include any safety training required. The volunteer will also act in the same manner expected of a member of staff in following policies and procedures (including where appropriate agreeing to a DBS check); The volunteer is only covered whilst on ‘duty’. Journeys to and from the Holiday Club are not the responsibility of the Holiday Club. This procedure applies to all volunteers even if provided by a partner organisation; For the purposes of this procedure the Holiday Club is any location where activity is taking place, so if the volunteer is with a group going on an off site visit they would still be covered.

**Appendix 1: Volunteer Agreement**

This Volunteer Agreement describes the arrangement between the LS29 Time Holiday Club and you. We wish to assure you of our appreciation of your volunteering with us and will do the best we can to make your volunteer experience with us enjoyable and rewarding. This agreement tells you what you can expect from us, and what we hope from you. We aim to be flexible, so please let us know if you would like to make any changes and we will do our best to accommodate them. Your manager’s/supervisor’s name is ***Imogen Swales***

**We, LS29 Time Holiday Club will do our best: to introduce you to how the organisation works and your role in it and to provide any training you need. The initial training agreed is:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

* to provide regular meetings with a main point of contact so that you can tell us if you are happy with how your tasks are organised and get feedback from us
* to reimburse your travel and meal costs up to our current maximum\*
* to consult with you and keep you informed of possible changes.
* to insure you against injury you suffer or cause due to negligence\*
* to provide a safe workplace\*.
* to apply our Equality of Opportunity
* to apply our complaints procedure if there is any problem

**I, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ agree to do my best:**

* to perform your volunteering role, to the best of my ability;
* to follow rules and procedures, including health and safety, equal opportunities and confidentiality;
* to meet the time commitments and standards which have been mutually agreed and to give reasonable notice so other arrangements can be made when this is not possible;
* to provide referees as agreed who may be contacted, and to agree to a Criminal Records Bureau check being carried out where necessary.

\*More details on these issues are provided in the volunteer handbook.

**This agreement is in honour only, is not intended to be a legally binding contract between us and may be cancelled at any time at the discretion of either party.**

**Appendix 2**

**Volunteer Induction Checklist (to be completed by the Holiday Club Manager)**

VOLUNTEER: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

DATE OF COMMENCEMENT: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

LINE MANAGER: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Before the placement starts: Has the volunteer been sent the following?

Their role description □

A description of LS29 Time Holiday Club – what you do □

Contact details, e-mail and phone number □

Map and directions and where to meet on their first day □

On first day of placement please meet and go through the following:

Holiday Club information

Staffing Structure □

Work area and facilities □

Staff meetings (morning brief/ afternoon debrief) □

Training □

Communication □

Holiday Club E.Mail / Tel Nos □

Volunteer Information □

Holiday Club session dates □

Support and supervision □

Policies and Procedures □

Volunteer Agreement □

Equality of Opportunity Policy □

Health & Safety Policy □

Confidentiality □

Holiday Club Manager signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Volunteer signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_