

Introduction

In line with our organisational mission, aims and objectives, we seek to involve volunteers in order to:

- Assist us in carrying out the services that we offer
- Expand the skills, experience and diversity within the organisation
- Provide wider perspectives to inform the direction of our work
- Maintain a link to the communities in which we work
- Offer opportunities for people that might otherwise be unable to access volunteering experience

Principles

1. We will seek to involve volunteers as inclusively as we would paid staff, wherever practical and as allowed by available resources and in the interests of our services.
2. We will seek to always be clear with our volunteers as to the nature of their role with us, the duties they are given responsibility for as a volunteer and the procedures and methods that should be observed.
3. We will ensure that all volunteers are offered training of relevance to their role to improve their ability to carry out that role.
4. We will ensure that adequate regard is given to the health and safety of all volunteers working with us, that appropriate measures are put in place to reasonably assure this, that where advised by risk assessment all training and any equipment necessary is provided .
5. We will provide adequate opportunities to volunteers for supervisory support, as well as advice and guidance in their roles, and opportunities for emotional support as appropriate.
6. We will seek to involve our volunteers in contributing to the ongoing development of good practice and enhancement of organisational strategy, respecting and listening to their opinions.
7. We will ensure that all appropriate and relevant expenses incurred by volunteers in the proper execution of assigned duties are reimbursed to the volunteer.
8. We expect all organisational staff to recognise the contributions of volunteers, and work alongside them in a positive working environment.
9. We will seek to ensure that our organisational procedures for volunteer involvement are regularly checked for effectiveness, efficiency and clarity.
10. We recognise that responsibility for volunteer management requires designated roles within the organisation, and particular skills and training. We will support staff and volunteers undertaking such roles appropriately.

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Guidelines

Recruitment and selection of volunteers

Volunteers will ideally be recruited from a wide cross-section of the community and in full-keeping with the organisation policies on Equal Opportunities and Recruitment.

Volunteers expressing interest in involvement with the organisation will normally be invited for an informal meeting to discuss the role or roles that they may be interested in and their suitability for them. They will be given an information pack which should include clear role profiles of any relevant volunteer roles, and any relevant supporting information or background data that may help them.

All volunteers wishing to proceed in applying for a role shall be asked to complete a standard registration form and provide detailed contact information and any information requested by the role profile.

Where a post involves contact with Vulnerable Groups or entails particular positions of trust, a volunteer may be asked to complete a Disclosure application. This information will be treated in the strictest confidence. Further information regarding this procedure can be found in the Disclosures and Recruitment of Ex-offenders policy.

Induction and Training

Each volunteer shall be given a copy of the Role Profile for the volunteer role(s) they agree to undertake. These shall make clear the duties and responsibilities involved any particular requirements, training and/or equipment that will be needed. All such documents shall make clear that there is no intention to create a contract with volunteers or any relationship of employment.

We will ensure that any relevant training or equipment is provided. Where training is essential to enable the volunteer to carry out their role, this shall always be provided by the organisation or paid for if being provided externally.

When starting a new role with the organisation, all volunteers will be given an induction which will include relevant training, as well as an introduction to the organisation and the area of work they will be participating in, introduction to staff and volunteers they may be working with, and details of where they can seek advice or support as part of their volunteering experience.

All volunteers will have a named person or persons as a point of contact, volunteer management and support, as well as details of whom to contact in the event of a problem arising that they are unable to raise with their primary contact(s).

We will provide volunteers with a supportive environment in which they feel able to raise any issues at the earliest opportunity so that they can be addressed as appropriate.

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Expenses

We shall have a clear and transparent policy for the reimbursement or paying by the organisation of any relevant and reasonably incurred volunteer expenses (such as travel costs from the volunteer's home to their place of volunteering, reasonable subsistence during period of volunteering away from home, etc).

Only expenses that can be demonstrated as having been reasonably incurred and that have been duly authorised by the appropriate manager shall be paid.

At no time shall any arrangement of payment for expenses be entered into which could create an effective benefit to the volunteer and lead to a potential impression of an employment relationship.

Health and Safety

All volunteers are covered by a Health and Safety policy and risk assessment procedure and are required to have an understanding of it and abide by it.

Volunteers will be made aware of the risk assessments for their roles, any action they are required to take to enhance health and safety, and any safety equipment that must be used.

All volunteers shall be covered by appropriate insurance by the organisation while engaged in activities relating to organisation work and relevant to their role descriptions.

Volunteers shall be made aware of the nature of the insurance cover and any requirements placed upon them to remain covered by it.

Volunteers driving their own private vehicles during volunteer work shall be required to take steps to ensure they are insured to do so and provide evidence of this to the organisation

Equal Opportunities

All volunteers are covered by the Equal Opportunities policy of the organisation, and are likewise required to have an understanding of it and abide by it.

Confidentiality

Volunteers are entitled to confidentiality in the same way as paid staff, and where volunteers may come into possession of confidential information about the organisation, staff, other volunteers or any service users of the organisation, they are required to treat that information with respect and maintain its confidentiality.

Discipline

Volunteers that unreasonably fail to perform their duties within the policies and practices of the organisation, particularly with respect to matters of Equal Opportunities, Protection of Vulnerable Groups or Confidentiality, may be subject to Disciplinary procedure. This may result in their status as a volunteer being ended.

Exit interviews

When a volunteer leaves the organisation we will generally seek to hold an exit interview. The purpose of the exit interview is to capture any learning for the organisation, as a chance to recognise the effort that has been given to the organisation by the volunteer, and also to allow us to help volunteers to recognise what they have gained in terms of personal development from their time with us.

Published on the CVS Falkirk Resource Library (www.cvsfalkirk.org.uk)

Related Documents:

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