

VOLUNTEER POLICY

Introduction

This volunteer policy sets out the principles and practice by which we involve volunteers and is relevant to staff, volunteers and trustees within the organization. It aims to create a common understanding and to clarify roles and responsibilities to ensure the highest standards are maintained in relation to the management of volunteers.

The volunteer handbook gives further details about the support and procedures in place for volunteers.

Our commitments

We recognize volunteers as an integral part of the **Verozi Foundation**. Their contribution supports our mission and strategic aims, and complements the role of paid staff. We aim to encourage and support volunteer involvement to ensure that volunteering benefits the organization, its clients and the volunteers themselves.

Appropriate steps will be taken to ensure that paid staff is clear about the role of volunteers, and to foster good working relationships between paid staff and volunteers. Volunteers will not be used to replace staff.

We are committed to offering a flexible range of opportunities and to encouraging a diversity of people to volunteer with us, including those from under-represented.

We recognize that there are costs associated with volunteer involvement and will seek to ensure adequate financial and staffing resources are available for the development and support of volunteering. We recognize that people have a right to participate in the life of their communities through volunteering and can contribute in many ways. We recognize our responsibility to organize volunteering efficiently and sensitively so that the valuable gift of the volunteer's time is best used to the mutual advantage of all concerned.

Volunteers may be involved on a one – off, short term or on a longer term, regular basis. They may be involved:

- in the direct delivery of our services
- on our board of management as trustees
- in community engagement to raise awareness of our work
- in one off events and promotional activities
- in our offices or in community venues

Volunteers are valued for:

- Bringing additional skills and new perspectives to the organization.
- enabling us to be more responsive and flexible in our approach

- championing our cause within the wider community
- enhancing the quality of our work and of client experience
- Promoting the wellbeing of users of services, staff, local communities and themselves.

Roles and responsibilities

A designated staff member (the volunteer coordinator) has responsibility for the development and coordination of volunteering activity within the organization including volunteering policies and procedures and welfare of volunteers.

All volunteers will have designated staff member/volunteer for guidance, support and supervision. Staff responsibilities for volunteers will be explicitly referred to in their job/role description.

The volunteer role is based on trust and mutual understanding. There is no enforceable obligation, contractual or otherwise for the volunteer to attend or to undertake particular tasks or for the organization to provide continuing opportunities for volunteer involvement, provision of training or benefits.

However, there is a presumption of mutual support and reliability. Reciprocal expectations are acknowledged – both of what the organization expects of the volunteers and what volunteers expect of the organization.

The organization expects volunteers:

- To be reliable and honest
- To uphold the organizations values and to comply with organizations policies
- To make the most of opportunities given, e.g. for training
- To contribute positively to the aims of the organization and avoid bringing the organization in any kind of disrepute
- To carry out tasks within the agreed guidelines.

Volunteers can expect:

- To have clear information of what is and not expected of them
- To receive adequate support and training
- To be insured and volunteer in a safe environment
- To be treated with respect and in a non-discriminatory manner.
- To receive out of pocket expenses
- To have opportunities for personal development
- To be recognized and appreciated
- To be able to say 'no' to anything they consider to be unreliable and unreasonable

- To know what to do if something goes wrong.



Recruitment and Selection

Equal opportunities principles will be adhered to when recruiting volunteers. Opportunities will be widely promoted, to attract interest from different sectors of the community. Positive action to target recruitment may be used where appropriate. Online application is encouraged but non-digital methods are also available. You can use the system to manage a short-listing process or you can use it in conjunction with your own application form

Information will be made available to those enquiring about volunteering, including written role descriptions which set out the nature and purpose of the volunteering role, key tasks, skills required and benefits. A risk assessment will be undertaken on all volunteer roles.

Recruitment will usually involve an informal interview, application form and the taking of references; the process will be defined and consistent for any given role - for example the recruitment process for trustees, regular volunteers and for volunteers for one off events will be tailored in each case and may differ from one another.

Where applicants are not able to be placed in their preferred role, they will be provided with feedback and given the opportunity to discuss alternative volunteering roles, or signposted to the local volunteer Centre or the www.volunteering-wales.net website.

For roles which involve care giving and/or sustained and direct contact with young people or adults at risk, volunteers will be required to have a full DBS disclosure check which will be arranged by the organization. DBS disclosures are dealt with in the strictest confidence. A criminal record is not necessarily a bar to volunteering.

Induction and training

Volunteers will be given induction and training appropriate to the specific tasks to be undertaken.

Support and supervision

Volunteers will be offered support and supervision as appropriate and this is discussed during induction. Arrangements vary according to the volunteer and the role undertaken, and may include telephone support, group meetings or one to one reviews.

Recognition

Volunteers will be given the opportunity, where relevant, to share their views and opinions with the organization's wider staff, at staff meetings etc.

Formal recognition of the contribution of volunteers is expressed through annual reports, website articles, social media, and during Volunteers' Week award celebrations.

Dealing with problems

The organization aims to treat all volunteers fairly, objectively and consistently. It seeks to ensure that volunteers' views are heard, noted and acted upon promptly.

We will attempt to deal with any problems informally and at the earliest opportunity. All



volunteers will have a named person to whom they can turn in the case of any difficulty. Where informal resolution is not possible, the organizations 'Settling differences' policy will be adhered to.

Volunteers will be made aware of the organization's complaints policy and how to use it. They will also be made aware of how inappropriate behaviour by volunteers will be addressed by the organization.

Expenses

Volunteers will be given clear information about what expenses can be claimed and how to make a claim.

Moving on

When volunteers move on from volunteering with us they will be asked to provide feedback on the volunteering experience by way of an exit questionnaire. They will also be given the opportunity to discuss their responses to the questionnaire more fully. Volunteers who have remained with the organization for at least 3 months will have the right to request a reference. Volunteers will be supported to move on to other options.

Other relevant documents

The Volunteer Handbook includes detailed, useful information for volunteers including template forms.

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