



VOLUNTEER POLICY

INTRODUCTION

Staple Hill Community Hub is a voluntary organisation and volunteers are at the heart of its structure. The contribution of volunteers to the work of Staple Hill Community Hub is especially valued and respected.

Volunteers increase our capacity to fulfil our mission and deliver on our objectives. They keep us in touch with our purpose and provide a wide range of relevant skills and perspectives that improve the work we do.

This policy sets out how Staple Hill Community Hub intends to support its volunteers.

TYPES OF VOLUNTEER

Staple Hill Community Hub recognises three different types of volunteer.

Occasional Volunteers

These are people who volunteer at events such as community information days or help with projects, for example by helping with leaflet distribution. They volunteer occasionally, perhaps a few times a year.

Regular Volunteers

These are people who take on a particular task, on an ongoing basis. Regular volunteers include those undertaking administration or helping with the lunch or job clubs.

Trustees

These people hold positions of responsibility and have been elected by members of the organisation or selected based on their skills and experience.

PRINCIPLES

The volunteer policy is guided by the following principles:

Adopted on: 16 June 2016; Last updated: May 2022

Next Review date: 3yrs or a change in legislation

- The Staple Hill Community Hub and its volunteers will follow this policy.
- All regular volunteers and Trustees will sign the volunteer agreement.
- The Staple Hill Community Hub recognises that volunteers donate their time. Their contribution should be mutually agreed.
- The volunteer's role will be clearly explained and mutually agreed.
- The Staple Hill Community Hub will provide induction, information, training and support to its volunteers, appropriate to their volunteer role.
- The Staple Hill Community Hub will, whenever possible, give volunteers work that is satisfying and appropriate to their interest.
- Volunteers have the right to express their views within the Staple Hill Community Hub structure.
- Volunteers and staff will work together within Staple Hill Community Hub's rules, policies and procedures.
- Volunteers and staff will treat each other with respect and courtesy.
- The Staple Hill Community Hub is committed to equal opportunities in relation to the recruitment, selection and involvement of volunteers.

PRACTICE GUIDELINES

Staple Hill Community Hub is committed to good practice when supporting its volunteers. For more detailed information on how the organisation supports volunteers, see the Welcome Pack.

Recruitment

Staple Hill Community Hub will make ongoing efforts to recruit volunteers who match appropriate needs. This selection process will be based on the skills and interest of the volunteer and the current needs of the organisation.

Volunteer agreement and work outline

Regular volunteers and trustees will be asked to sign a volunteer agreement outlining the commitment and expectations of Staple Hill Community Hub and the role or specific tasks that the volunteer has offered to undertake. A representative of Staple Hill Community Hub will also sign this agreement. The agreement is by no means a contract; it is simply a guideline to help the volunteer feel supported and clearer about their responsibilities. Volunteers will also receive a copy of the Volunteer Welcome Pack to keep and refer to when necessary.

Induction, information and training

Volunteers will receive an appropriate induction, which will include information on the aims, background and organisational framework of the organisation. Additional information will be provided to help the volunteer in their work. Staple Hill Community Hub will strive to make the information sessions accessible and relevant to local needs. Opportunities to develop knowledge and skills will also be provided as appropriate.

Support and Supervision

Volunteers will be supported and supervised by a named contact person who may be a member of staff or another volunteer. This person will provide the volunteer with feedback on their work, the opportunity to discuss future work and a chance to discuss any issues that may arise. This may be on a formal or informal basis, as agreed.

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Health and Safety

Staple Hill Community Hub will, as far as is practical, care for the health, safety and welfare of its volunteers. Volunteers will be provided with copies of relevant health and safety procedures and receive appropriate support and training.

Expenses

Volunteers will be reimbursed travel and other approved expenses when allowed by Staple Hill Community Hub's Expenses Policy. To claim expenses, supporting receipts must be provided.

Having a voice

Volunteers will be given opportunities to express their views about issues concerning the Staple Hill Community Hub and its work. They can also give us feedback through their appointed supervisor.

Insurance

Volunteers will be covered by the organisation's insurance policy while engaged in approved work for Staple Hill Community Hub.

Equal opportunities

All volunteers are required to make a commitment to equal opportunities. Volunteers will be provided with a copy of Staple Hill Community Hub's equal opportunities policy and will be supported in its practice.

Confidentiality

Depending on their role, volunteers may be asked to sign a confidentiality agreement and follow its principles.

Volunteers may have access to personal information about some individuals. Some volunteers will also hold information about, for example, financial and personnel matters. The organisation needs to be able to trust its volunteers with such information, which is confidential. However, volunteers suspecting mistreatment or abuse of a volunteer, staff member or client should discuss the matter with their supervisor. This person will make an informed decision on what needs to be done.

Resolving concerns

Staple Hill Community Hub aims to identify and resolve problems at the earliest possible stage. A Complaints Procedure has been drawn up for dealing with complaints, including those by volunteers. Where the actions of a volunteer warrant serious concern, the Procedure may be used and appropriate action taken. Copies of these procedures can be found in the Welcome Pack.