

## VOLUNTEER POLICY

### **Why we work with Volunteers**

Adults Move Lincolnshire CIC believes that volunteers can make a significant contribution to the work and objectives of the organisation. We also recognise that volunteering is an exchange; we value and benefit from the skills and knowledge that volunteers bring and in return, we aim to ensure that volunteering is a positive experience.

### **Introduction**

The most valuable asset our organisation has is its people, this includes paid staff, volunteers, contractors, students and trustees.

Adults Move Lincolnshire CIC is committed to developing policies, systems and behaviours that support the culture of high standards and expectation, where people are valued, respected and know they matter, where diversity is celebrated and oppression is challenged. Whilst high standards are expected the aim is also to provide an enjoyable culture where volunteering also means having fun.

Adults Move Lincolnshire CIC is committed to fair, clearly stated and supported relationships between itself and its staff and volunteers. The aim is to strive continuously to meet the organisation's values, not only in the way work is performed but also in the way all people are treated all of the time.

This policy aims to:

- Clarify the role of volunteering
- Recognise the value of volunteers
- Champion the development of volunteering based on the needs of the volunteer, volunteer managers and all those involved in volunteering
- Promote best practice and ensure a consistent approach to volunteer management
- across the organisation

Reasons to involve Volunteers:

1. Increase day to day capacity for work
2. Add contingency capacity to cope with peaks and troughs of workload
3. Volunteers can give access to skills that the organisation may not be able to employ
4. Volunteer involvement can strengthen the legitimacy of a cause or campaign message
5. Volunteers can help keep a organisation stay in touch with grassroots feelings and perceptions

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### **Principles**

This volunteer policy is underpinned by the following principles:

- It is not intended that volunteers replace paid staff
- Volunteers are recognised as equal partners in achieving the aims of the organisation
- The volunteer selection process
  - follows best practice guidelines
  - is a systematic process
  - avoids unfair discrimination
  - is welcoming to all
- Volunteers are properly integrated into the organisational structure and mechanisms exist to allow them to contribute effectively as quickly as possible
- All staff at all levels are expected to work positively and supportively with and alongside volunteers
- Volunteers are provided with a clear explanation of what is expected of them
- Volunteers are provided with the necessary training and support to carry out their assigned volunteer role and responsibilities
- Our organisation recognises that volunteers require satisfying work and personal development and will seek to help volunteers to meet those needs

### **Who is a Volunteer?**

A volunteer is someone who does not receive financial compensation beyond the reimbursement of expenses and who performs a task to benefit others. The volunteer role is one of honour, trust and mutual respect and understanding. No enforceable obligation, contractual or otherwise is imposed on volunteers to attend.

### **Scope of Volunteering**

We intend to involve a number of volunteers in a variety of volunteer roles and capacities including providing professional advice and guidance at various levels across the organisation.

### **Types of Volunteers**

There are many ways in which a volunteer can work, some will volunteer on a regular basis over a period of time and others will volunteer on a one-off, short term or adhoc basis. The nature of this relationship will determine the volunteer recruitment procedures and the amount of supervision each volunteer receives. Individual volunteer role descriptions will include details of appropriate volunteer recruitment processes and relevant volunteer supervision required (where this differs from the standard procedures).

The place in which a volunteer carries out their work may vary:

- Based at the Main premises of the group/organisation
- Based at subsidiary premises; e.g. a satellite office or premises, in the community or
- at events

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- Volunteering from Home

By understanding the differences involved, the organisation can work with the volunteer to offer the best support, guidance and volunteer management and means of Communication.

### **Equality**

All who apply to volunteer will be dealt with equally and with respect regardless of their age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

Selection will be based on suitability of skills and experience and sometimes in life skills gained or lived experience.

No one will be excluded based on any disability except where that disability will put them at risk due to the organisation being unable to make suitable adaptations to the workplace or role to accommodate their individual needs. The organisation will however, endeavour to offer suitable alternative volunteering opportunities to accommodate individual needs.

No one will be excluded based on their criminal history unless it becomes a barrier due to the nature of any criminal offense that bars that individual from any activities or interacting with certain persons associated with the role that has been applied for.

No one will be excluded based on their current legal status to work/reside in the UK provided they have proper refugee status.

### **Our Responsibilities**

- To match the needs of the organisation with the skills, knowledge, experience, motivation and needs of the volunteer
- To ensure that paid staff and lead volunteers are trained to work with and support volunteers
- To celebrate the success and achievements of volunteers
- To respect volunteers; listen and learn from what they say and consistently encourage two-way communication
- To make financial consideration in management plans for the needs of volunteers
- To foster a friendly and supportive culture; aiming to make volunteering fun
- To provide an accessible problem-solving procedure and endeavour to fairly resolve problems as quickly as possible
- To provide references (after a qualifying period), where requested and support the volunteer with job search skills training where appropriate

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### **Our Expectation of Volunteers**

- To maintain and uphold the good name and reputation of the organisation
- To aim for high standards of efficiency, reliability and quality in all aspects of their contribution
- To work within the ethos and guidelines of the (group/organisation)
- To work openly and willingly with other volunteers and paid staff, fostering a pleasant and friendly atmosphere
- To co-operate with colleagues and learn from others in order to help the organisation achieve its objectives
- To give reasonable notice of absences and when leaving the volunteer role
- To adhere to all guidelines, policies and procedures

### **Recruitment of Volunteers**

Adults Move Lincolnshire CIC recognises that it may be approached with offers of help from potential volunteers; in such cases a discussion will be held to try and align the volunteer offering with what is required within the organisation at that time. Where possible and appropriate a volunteer role may be created.

Volunteers will be recruited using an equal opportunity approach and employing a variety of methods to ensure that the broadest possible range of people are made aware of any opportunities available.

The following are the broad steps involved in recruiting volunteers:

1. A volunteer role description will be defined, outlining the tasks and responsibilities and skills and/or experience needed. Appropriate volunteer recruitment methods will be defined
2. A clear volunteer management structure will be agreed
3. The creation of a new volunteer role will be signed off by board of directors.
4. A plan will be defined to advertise the volunteer role in an inclusive way
5. Application forms should be submitted and processed carefully to maintain confidentiality of information, then reviewed to consider the needs identified within the volunteer role balanced with the skills and experiences of the volunteer applicant(s).
6. Suitable volunteer applicants will be invited in for an informal discussion
7. Successful volunteer applicants may need to provide reference(s) who should not be relatives
8. Non-successful volunteer applicants will be given appropriate feedback and the opportunity to explore other options, where possible

### **Training and Development**

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New volunteers will be made welcome and provided with the relevant information, induction and training as appropriate to the volunteer role.

The volunteer manager should

- Ensure that the individual is informed of the organisation's vision, mission, structure chart and strategic plan to provide context
- Oriented into the workplace along with any procedures, rules and regulations around health & safety and fire safety
- Explain the volunteer role, its duties and responsibilities
- Explain the standard of work and conduct expected
- Highlight where policies are kept and given access
- Handout a copy of the volunteer handbook
- Introduce the new volunteer to their work colleagues and volunteer supervisor

Those volunteers wishing to develop their skills whilst helping the organisation will be encouraged to take on new volunteer roles and/or become further involved should they wish to do so.

### **Ongoing Supervision and Support**

Prior to commencing their volunteer placement, volunteers will be formally allocated to a member of staff who will act as their volunteer supervisor.

Regular meetings should be held to discuss the progress and contribution of the volunteer and provide the opportunity to discuss the volunteer role, the activities, the hours and ensure that the volunteer role is meeting the expectations of the volunteer and vice versa.

Wherever possible and where appropriate volunteers will be made welcome at general staff meetings, staff team building activities etc. Volunteers are encouraged to express their views and opinions about matters concerning the organisation and where possible consulted in decisions affecting their volunteer role or work.

### **Expenses**

Out-of-pocket expenses will be re-imbursed for reasonable expenditure, however, prior agreement should be sought from the volunteer manager, Bekki Loveridge.

Reasonable out of pocket expenses, for volunteers, would normally include:

- Travel to and from the place of work on the day(s) of the volunteering role
  - Re-imburement for public transport (with tickets/receipts)
  - Re-imburement of taxi fare (with receipt)
  - Mileage based on policy guidelines

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- Parking costs incurred on volunteering days (for the time worked)

All such expenses should be confirmed prior to commencement of the placement and before any expenses have been incurred.

### **Insurance**

All volunteers are covered by the organisation's insurance policies whilst they are on the organisation's premises or engaged in any work for the group/organisation. The exception of this is car insurance in relation to the individual's own car.

### **Policies and Rules**

As well as this Volunteer Policy, the following policies apply to all volunteers:

Health & Safety

Fire Safety

Control of Substances Hazardous to Health (COSHH)

GDPR

Safeguarding

Equality, Diversity & Inclusion

All policies are available in

<https://drive.google.com/drive/folders/1H9AWZqDH8hFsHpMwhiVhG1B8SFqo3SRw?usp=sharing>.

Smoking - is prohibited in all areas of the organisation's premises and places of work.

Dishonesty - will not be condoned and will be dealt with promptly.

Violence – any acts of violence or threatening behaviour aimed at anyone working or volunteering for or associated with the organisation whilst in/at any of the organisation's premises will not be tolerated and will be dealt with immediately. In certain circumstances the volunteer may be asked to leave.

Wilful Damage – of property or premises belonging to, or to the employees/volunteers/contractors/trustees/visitors of the organisation will not be tolerated and will be dealt with immediately.

### **Ending the Volunteer Role**

If volunteers wish to leave their volunteer role with the organisation they should inform their volunteer supervisor or the volunteer manager giving as much notice as

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possible. They will be offered an exit interview using the best means of communication possible, which may be face-to-face, over the telephone or via email, depending on the location of the volunteer's workplace. References may be provided on request, provided they have met the minimum qualifying period.

Signed: R.Loveridge

Print Name: Rebecca Loveridge

Date: 30th April 2024

Dated Review: 29th April 2025