



**Groundwork North Wales**

**VOLUNTEER POLICY AND PROCEDURE**

**HR/52**

**Signed:**

*J. E. Trotter*

**Chair**

**Print:**

*J. E. TROTTER*

**Date:** *28.11.2018*

**Signed:**

*Marcum Bookman*

**Trustee**

**Print:**

*MARCOUM BOOKMAN*

**Date:**

*28/11/18*

**HUMAN RESOURCES POLICY TRACKING SHEET**

**Note:**

Following the introduction of this tracking sheet in July 2009 viewers will be able to track when and where changes to this policy have been made, thus providing reassurance that the policy is up to date with current legislation.

**VOLUNTEER POLICY**

Action	Date	Author	Section Modified (page no/paragraph)		Reason for Change
Approved by HR Subgroup	October 2012				
Approved by Board	November 2012				
Reviewed, updated & approved by Board	11 <sup>th</sup> September 2014	CB	All	All	Changes to internal procedures and roles and responsibilities in organisation.
Updated & approved by Board	27 <sup>th</sup> November 2015	CB	Section 5		Additional information added with regard to monitoring records of equality and diversity when recruiting.

## **Policy**

This policy sets out the broad principles for voluntary involvement in GWNW (GWNW). It is of relevance to all within GWNW, including volunteers, staff and those elected or appointed to positions of responsibility.

This policy is endorsed by the Board of Trustees of GWNW.

### **1. Commitment**

GWNW recognises the right that people have to participate in the life of their communities through volunteering. It also acknowledges that volunteers contribute in many ways, that their contribution is unique and that volunteering can benefit users of services, staff, local communities and the volunteers themselves. GWNW values the contribution made by volunteers and is committed to involving volunteers in appropriate positions and in ways which are encouraging, supportive and which develop volunteering.

GWNW recognises its responsibility to arrange its volunteering efficiently and sensitively so that the valuable gift of the volunteer's time is best used to the mutual advantage of all concerned.

### **2. Definition**

Volunteering is an important expression of citizenship as well as an important component of democracy. Volunteers are people who, unpaid and of their own free will, contribute their time, energy and skills to benefit the community.

### **3. Statement of values and principles**

Volunteering is a legitimate and crucial activity that is supported and encouraged by GWNW and is not intended to be a substitute for paid employment. The role of volunteers complements but does not replace the role of paid staff.

Appropriate steps will be taken to ensure that paid staff are clear about the role of volunteers, and to foster good working relationships between paid staff and volunteers.

In the unlikely event of industrial action, volunteers will not be used during these times to do the work of paid staff.

The volunteer role is a gift relationship, binding only in honour, trust and mutual understanding. No enforceable obligation, contractual or otherwise, can be imposed on volunteers to attend, give or be set a minimum amount of time to carry out the tasks involved in their voluntary activity. Likewise GWNW cannot be compelled to provide either regular work or payment or other benefit for any activity undertaken by the volunteer.

Although volunteers offer time freely and willingly without binding obligation, there is a presumption of mutual support and reliability. Reciprocal expectations are acknowledged – both of what GWNW expects of volunteers and what volunteers expect of GWNW.

#### **4. Volunteer Co-ordination**

All volunteers will have a nominated member of staff or volunteer to offer guidance and advice to help the volunteer carry out tasks effectively. Volunteers will be informed of who to contact to receive support and supervision.

The nominated GWNW staff member will be explicitly referred to in all relevant volunteer role descriptions within GWNW.

The overall responsibility for the development of voluntary activities within GWNW is the Project Manager for each business area.

These Managers are responsible for the management and welfare of GWNW volunteers.

#### **5. Recruitment & Selection**

GWNW is committed to equal opportunities and believes that volunteering should be open to all regardless of race, colour, ethnic or national origin, religion or belief, political opinion or affiliation, sex marital status, sexual orientation, gender reassignment, age or disability.

GWNW will maintain records of the sex, age, disablement, sexual orientation and ethnic origin of all volunteers. Such records will be maintained solely for the purpose of monitoring equality and diversity.

Results of monitoring will be reviewed and will be used to inform decision making in relation to future volunteer opportunities and ways to increase diversity." The acceptance of volunteer assistance for a particular role is made on merit, the sole selection criterion being the individual's suitability to carry out agreed tasks. Information about the volunteer not relevant to the performance of the volunteering tasks concerned will be disregarded by GWNW in terms of recruitment and selection.

Volunteering opportunities will be widely promoted in ways that make them accessible to all members of the community.

Volunteers who are considered unsuitable for a particular task will either be offered alternative voluntary involvement with GWNW or referred to the nearest Volunteer Centre.

All people applying for a volunteer position within Groundwork will be assessed to ensure we comply with the regulated activity guidelines associated to Children and Vulnerable adult requirements of Disclosure and Barring Scheme Check (DBS).

GWNW reserves the right not to offer volunteer opportunities to individuals who have had cautions and / or convictions for any history of;

- sexual offences
- anything that could form the basis of a criminal prosecution

Volunteers will have a clear and concise role description, which will be subsequently reviewed every year.

New volunteers will be properly inducted into GWNW.

Volunteers will be properly briefed about the activities to be undertaken and given all the necessary information to enable them to perform with confidence.

## **6. Health & Safety**

Volunteers will be made aware of GWNW's health and safety policies and procedures during their induction and whilst on site during their volunteering.

Volunteers are expected to follow health and safety guidance and instructions to ensure they are safe.

All sites and volunteering opportunities are risk assessed to account for the varying needs of volunteers and the work they will do. GWNW takes its responsibilities to volunteers seriously to ensure they are safe whilst volunteering.

GWNW will provide all necessary personal protective equipment needed by volunteers during their volunteering.

## **7. Training & Development**

All volunteers will be made aware of and have access to all GWNW's relevant policies, including those relating to volunteering, health & safety, child protection and equal opportunities.

The development of training and support for volunteers is a high priority for GWNW in order to equip them with the necessary information and skills to carry out their tasks. It will be the responsibility of the designated person to see that this training is provided. It is the responsibility of the volunteer to attend relevant training.

Training in the management of volunteers will be provided for those staff with direct responsibility for same.

## **8. Support, Supervision and Recognition**

Volunteers will have a line manager to whom they can take their volunteering concerns and seek guidance and support.

Volunteers will have access to regular support and supervision. This will enable both the volunteer and the supervisor to identify, monitor and evaluate the volunteer's involvement, recognise achievements and identify individual training needs, including that relevant to their particular volunteering role and to their wider personal development. The frequency, duration and format of these sessions will be negotiated between the volunteer and their line manager.

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

GWNW' formally recognise the contribution of volunteers through an internal awards system, celebration events and with a certificate of Recognition of Achievements.

## **9. Expenses**

GWNW recognises that the reimbursement of expenses incurred in travelling to and from the place of volunteering or in the course of volunteering is important from an equal opportunities point of view. This is necessary to ensure that all individuals have access to voluntary opportunities.

GWNW' volunteers are able to claim reasonable out of pocket expenses, subject to the production of receipts as evidence of the expenditure. What can be reclaimed from GWNW and the calculation of expenses will be explained to the volunteer before they start any activity likely to give rise to expenses.

GWNW has a consistent approach to the reimbursement of expenses.

It is the responsibility of the volunteers' line manager to make volunteers aware of the procedure for the reimbursement of expenses.

## **10. Insurance**

GWNW' liability insurance policies include the activities of volunteers and liability towards them.

GWNW does not insure the volunteer's personal possessions against loss or damage.

## **11. Confidentiality**

GWNW will advise the volunteer on its confidentiality policy and procedures, where relevant. This would include those relating to personal information held by GWNW relating to the volunteer.

All volunteers are given a volunteer agreement at commencement to volunteering, this describes the arrangement between GWNW and the volunteer when engaging on GWNW projects and the requirement to respect others privacy and not share information with others about other GWNW volunteers.

## **12. Settling Differences**

GWNW aims to treat all volunteers fairly, objectively and consistently. GWNW seeks to ensure that volunteers' views are heard, noted and acted upon promptly and aim for a positive and amicable solution based on GWNW' complaints procedure.

The project managers are responsible for handling problems regarding volunteer complaints or conduct and these should be referred to him/her. In the event of a problem, all relevant facts should be obtained as quickly as possible. Support will be provided by GWNW to the volunteer while it endeavours to resolve the problem in an

informal manner. If an informal resolution proves impossible, GWNW' complaints policies and procedures will be referred to.

