

Name of Policy: VOLUNTEERING POLICY

I PURPOSE AND SCOPE

1.1 This policy contains entitlements and/or responsibilities for all groups marked ‘++’ in the table below. It will be of interest to any groups marked ‘+’.

Clients	Employees	Volunteers	Contractors	Trustees	Donors	Public	Learners on Work Experience
+	++	++	++	++		++	

1.2 This policy forms the foundation upon which the volunteering programme at The Cardinal Hume Centre is based. It defines the scope and boundaries of volunteering. It is of relevance to staff, clients and trustees of the organisation to ensure they understand why we are involving volunteers and what their role is within the organisation. Other policies particularly relevant to the day-to-day relationship between volunteers, clients and the Centre are the:

- **Code of Conduct for Volunteers and Trustees;** and
- **Supervision and Support Policy for Volunteers,**

1.3 The Compact Code of Good Practice on Volunteering 2005* states that volunteering is “...an activity that involves spending time, unpaid (except for travel and other approved out-of-pocket expenses), doing something that aims to benefit the environment or individuals or groups other than (or in addition to) close relatives”.
(* The Compact is the agreement between government and the voluntary and community sector to improve their relationship for mutual advantage and community gain.)

1.4 This policy supports the Centre in achieving the quality kite mark standards set by Volunteering England for the 'Investing in Volunteers' award.

2 WHY DO WE HAVE VOLUNTEERS?

- 2.1 Without the involvement of volunteers we would not be able to respond to our clients in as flexible and dynamic a way.
- 2.2 Volunteers complement and add value to the work of staff in paid employment.
- 2.3 Volunteers add diversity to the range of roles available, and in their personal circumstances, the life experiences and professional knowledge they bring.
- 2.4 Volunteering helps to build community support and knowledge of our work.

- 2.5 Offering a diverse range of volunteering opportunities is one more way the Centre can fulfil its vision of supporting and respecting people's right to develop.

3 POLICY

- 3.1 Volunteers in client facing roles need to be 18 and over. We have some limited opportunities for volunteers aged 16 and 17. See table below:

Age	Opportunities
16+	Charity shop and through joint activities between schools and Fundraising Team (e.g. Christmas activities and fundraising events)
17+	Homework Club; Family Services Summer Programme
18+	All other services

- 3.2 If someone enquires about short, time limited work experience, this should be referred to HR Manager and our Work Experience Policy.
- 3.3 Volunteering roles in the Centre are not open to our current clients, but some clients may take up a work experience placement in the Centre - see **Work Experience Policy**. The only exception to this is volunteering in the Charity Shop on Horseferry Road, where clients may volunteer if this fits in with their overall personal and/or professional development and goals. Former clients who have not used services for six months or more may apply for any volunteering role.
- 3.4 All volunteering roles are designed to be meaningful, mutually beneficial for volunteers and the Centre. We encourage volunteers who are to work alongside clients, and do not have previous similar experience, to volunteer with us over a period of at least six months. This reflects the investment of staff time in volunteer training and induction that is made by the Centre in these cases.
- 3.5 The Centre encourages volunteering in any way that complements and adds value to paid employment in the Centre. The Centre intends that volunteering roles are unpaid and not equivalent to paid work, and there is no expectation of progression to a paid role in the Centre.
- 3.6 Volunteering in the Centre is not a substitute for paid employment. In particular, volunteers are not assigned:
- a) To cover the work of a paid member of staff who is on notice or at risk of redundancy (including significant reduction in hours), or
 - b) As a form of job substitution for work that was previously paid, or
 - c) To cover a vacancy for a paid position.
- 3.7 All volunteers who have the appropriate clearances (specified in the **Recruitment Policy**):
- a) May undertake supervised work with clients.
 - b) May work unsupervised with clients if they are competent and suitable to do so, subject to the approval of the service manager.

- c) May be counted in minimum staffing ratios in the Early Years setting, if competent, suitable and on a long-term placement in the setting, subject to the approval of the Family Services Manager.

3.8 The Senior Management Team may set a maximum number of concurrent volunteers in different services in order to ensure we can support volunteers effectively, maintain a safe environment and manage pressure on staff.

3.9 The Centre accepts responsibility for the health and safety of volunteers whilst on the premises.

4 RESPONSIBILITIES FOR ENSURING THE POLICY'S SUCCESS

The quality of the experience that volunteers have with us, and the success of our volunteering programme, depends on all staff understanding the reasons why volunteers come to us and valuing volunteers' contributions. We achieve this by:

- a) Including the Volunteering Policy in the Staff Handbook and new employees meeting the Volunteering Team as part of their induction.
- b) Recognising the importance of managing and supporting volunteers and including this in employees' job descriptions.
- c) Providing those who supervise volunteers (both employees and other volunteers who supervise volunteers) with training and information on best practice in volunteer management.
- d) Catering for the needs and preferences of volunteers in internal and external communications e.g. employee/volunteer newsletter, supporter newsletter, web site events and policies.

5 RECIPROCAL EXPECTATIONS

5.1 Volunteers can expect to:

- a) Be made to feel welcome on arrival and have an induction.
- b) Be valued and respected by all those in the organisation.
- c) Make a difference to people's lives.
- d) Have their motivations and aspirations matched with the needs of the organisation.
- e) Have their efforts and contribution recognised.
- f) Have their views on the Centre's work and their volunteering sought and listened to.
- g) Have access to the resources and training needed to fulfil their role.

- h) Be supervised by one individual (see **Supervision and Support Policy for Volunteers**):
 - Who provides regular support and supervision, including debrief at the end of the day if needed.
 - To whom the volunteer can go to for advice and guidance when needed.
- i) Be part of a team:
 - The option to attend team meetings.
 - Informed about wider developments in the Centre.
- j) Have timely reimbursement for approved expenses.
- k) Have safe working conditions.

5.2 In return, the Cardinal Hume Centre expects volunteers to:

- a) Be reliable, honest and trustworthy.
- b) Work within the law and the policies and procedures of the organisation.
- c) Accept that the direction and affairs of the charity lie ultimately with the Board of Trustees and Director.
- d) Work and behave in an inclusive and positive way, creating a welcoming environment for all and not discriminating unfairly.
- e) Recognise our commitment to our clients as our primary concern.
- f) Be aware of the nature of abuse and discrimination, and always report to a manager straight away, any mistreatment or abuse of children or adults, and any other wrongdoing or discrimination, whenever it is suspected or has actually happened.
- g) Aim for high standards, giving the best of their skills and abilities.
- h) Take part in appropriate and relevant training and development activities.
- i) To take reasonable care of their own health and safety and that of others who may be affected by their actions.
- j) Keep records of work with clients and participate in supervision sessions in order to safeguard everyone involved.

6 EXPENSES

The Centre believes volunteering should be available to everyone, regardless of income. We therefore reimburse approved expenses. Volunteers can claim for travel to and from the Centre and up to £4.00 for lunch if working a full day. Volunteers must provide receipts for all expenditure, complete the expenses claim form, and the form must be signed by the volunteer's supervisor. Expenses can be reimbursed either directly into the volunteer's bank account on completion of a bank details form, or from petty cash. The **Financial Policy** provides more information.

7 HEALTH AND SAFETY, and INSURANCE

- 7.1 The Centre takes reasonable steps to ensure that the likelihood and potential seriousness of injury to volunteers is reduced in accordance with its duty of care and health and safety legislation. A risk assessment is conducted on all volunteer roles and provided during inductions. All volunteers are expected to conduct themselves in a safe and responsible manner and consider the consequences of their actions on the well being of others as stated in the Volunteer Agreement. Please see the policies on **Health and Safety**, **Safe Working Practices** (including Lone Working), **Security** and **Fire Safety** for more information.
- 7.2 Volunteers are included in the Centre's insurance as follows (any queries on this should be addressed in the first instance to the Director of Finance):
- Employer's liability – claims brought against the Centre for injury to volunteers resulting from their work for the Centre.
 - Public liability – injury or damage to third party persons or property that may be caused by a volunteer during their work for the Centre, resulting in a claim against the Centre.
 - Personal Accident – for clergy and volunteers of the Centre; this is 'occupational only', excluding commuting.

8 MOVING ON

In addition to regular opportunities for the exchange of feedback, when volunteers decide it is time to move on or their project comes to an end, the Centre will seek their feedback on their time volunteering with us and reasons for leaving. The Volunteer Coordinator will invite the volunteer to an exit interview. Where volunteers are willing for the information to be used, it will be fed back into the programme to continually improve the volunteering service we offer.

9 MONITORING

- 9.1 To achieve consistent application of our policies for volunteers, the Senior Management Team has established monitoring arrangements which include an annual report via the Volunteering Strategy Group, Personnel Sub-Committee and the Board.

Date Policy Adopted: April 2007
Latest Review: December 2013
Dates of Next Review: December 2016