

# The Ellesmere Centre Volunteering Policy 2020

## 1. Introduction

The Ellesmere Centre exists to involve more people more effectively in volunteering to help solve real problems and enrich communities.

It does this by:

- Working with volunteer involving organisations to improve the diversity and quality of volunteer placements.
- Providing potential volunteers with the means to access volunteering opportunities.
- Helping people who might otherwise have found themselves excluded to take part in their communities.

The Ellesmere Centre is committed to involving volunteers directly within the organisation to:

- Contribute to the delivery of our services
- Form our board of Trustees
- Make sure we are responsive to the needs of our users.
- Provide different skills and perspectives.
- Offer opportunities for participation by people who might otherwise be excluded.

This volunteer policy sets out the principles and practice by which we involve volunteers.

## 2. Principles

The Ellesmere Centre

- Recognises that voluntary work brings benefits to volunteers themselves, to service users and to paid staff.
- Will ensure that volunteers are properly integrated into the organisational structure and that mechanisms are in place for them to contribute to the volunteer centre's work.
- Will not introduce volunteers to replace paid staff.
- Expects that staff at all levels will work positively with volunteers and, where appropriate, will actively seek to involve them in their work.
- Recognises that volunteers require satisfying work and personal development and will seek to help volunteers meet these needs, as well as providing the training for them to do their work effectively.
- Will endeavour to identify and cover the costs of involving volunteers.
- Recognises that the management of volunteers requires designated responsibilities within specific posts.
- Will endeavour to involve volunteers from a wide range of backgrounds and abilities and ensure our volunteering opportunities are as accessible as possible

### **3. Recruitment**

Recruitment of volunteers will generally be from all sections of the community, and will be in line with The Ellesmere Centre Equal Opportunities Policy.

People interested in becoming volunteers with The Ellesmere Centre will be invited for an informal talk with the appropriate contact person.

All volunteers will be asked to complete a simple registration form appropriate to the role that they are applying for.

Every volunteer role will undergo a risk assessment. For volunteer roles which involve 'regulated work' such as care giving and/or sustained and direct contact with children or vulnerable adults, The Ellesmere Centre has a legal obligation to ensure that volunteers are not barred from working with children or vulnerable groups.

### **5. Induction and Training**

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

### **6. Support**

Volunteers will be assigned a named contact person who will provide regular support. Support sessions will provide the opportunity for ongoing dialogue about the development of the volunteering role and any advice and guidance as needed. Where the volunteering role is emotionally demanding these sessions also give volunteers the opportunity to access emotional support from the organisation.

### **7. The Volunteer's Voice**

Volunteers will be consulted in decisions which affect them. The Ellesmere Centre is committed to developing consultation and representational procedures for volunteers.

### **8. Records**

Minimum details will be kept on volunteers. This will include the registration form, crisis contact, correspondence and any other relevant information in accordance with The Ellesmere Centre] confidentiality policy.

### **9. Expenses**

The Ellesmere Centre will ensure that there is a clear and accessible system to enable volunteers to claim out of pocket expenses.

## **10. Insurance**

Volunteers will be covered by insurance while carrying out agreed duties.

## **11. Health and Safety**

The Ellesmere Centre will take all reasonably practicable steps to ensure the volunteers' health, safety and welfare while at work in accordance with the centre's Health and Safety policy.

## **12. Equal Opportunities**

Volunteers and staff will work in accordance with The Ellesmere Centre equal opportunities policy and will prevent discrimination on any grounds.

## **13. Problems**

The Ellesmere Centre as a policy to help deal with grievances that volunteers may have. In line with this policy volunteers have the right to discuss any concerns they may have with their named contact at any time.

## **15. Monitoring and Evaluation**

The Ellesmere Centre will systematically monitor and evaluate its use of volunteers with reference to this Volunteer Policy.

This policy will be reviewed bi-annually.

Date policy adopted.....30/01/2019

Date of renewal...30/01/2021