



Growing Works Volunteer Policy

Updated August 2019 by Sian Taylor Volunteer Co-ordinator

Ratified at Board meeting 10/9/2019

Review: 2 yearly or in line with changes in company procedures or laws

This policy aims to demonstrate that volunteers are valued and will be treated respectfully and thoughtfully. It will also ensure fairness and consistency and that the volunteering experience is of personal value. It aims to ensure volunteers' understand what is expected from them and what to expect. This policy is reviewed on an annual basis or in the event of an incident that necessitates need to review the policy.

Recruitment

We will use appropriate means to advertise for volunteers locally that take into account the principles of our Equal Opportunities and Diversity Policies. The applicant will have to complete an application form prior to volunteering but help can be given with this if necessary. A brief outline of the aims of the sessions and job roles will be provided.

An enhanced DBS criminal records check will be made for regular volunteers working with children or vulnerable adults and updated every 3 years, however volunteers are not working alone with any participant.

Induction and Training

All volunteers will undergo an induction process. This will include:

- The role of the volunteer
- Assessment of the needs of volunteers and their aims and objectives of volunteering
- A list of all staff members and volunteers
- A handbook will be available which includes relevant policies and Code of Practice
- Essential procedures i.e. timekeeping, H&S awareness, safeguarding etc
- Induction training and details of ongoing training
- The expectation that volunteers abide by the codes of conduct detailed in the volunteer handbook
- Other information as appropriate.

Support

The Volunteer Coordinator and other staff will offer support to volunteers. There will be a briefing session at the beginning and a de-briefing at the end of each session. Records will be kept of their attendances and relevant staff will have regular meetings with the volunteers to discuss any problems/issues that may arise and discuss if the volunteering experience achieves the individual's aims.

Expenses

We value our volunteers and want to ensure that there are no barriers to volunteer involvement. All out-of-pocket expenses, if required, will be reimbursed, including



expenses for travel and meals as appropriate, to a maximum of £10 per session unless agreed prior to the event by the Project Manager. In order to claim expenses, an expenses form must be completed and given to the staff on session or emailed to sian@growingworks.org.uk.

Health & Safety

Growing Works has a duty to look after the safety and well-being of volunteers. Sessional leads will identify any significant risks relevant to their role and ensure appropriate precautions are put in place to control and manage risk, which is also detailed on the session risk assessment.

Employees and volunteers must take reasonable care and responsibility for their own health and safety and the health and safety of others who may be affected by what they do, or omit to do. Volunteers will be made aware of Growing Works' duty of care and safeguarding procedures and volunteers are expected to make staff aware of any concerns.

Insurance

The organisation has a valid insurance policy. This will indemnify (this means 'cover') its volunteers against claims made against them for injury or damage as long as the volunteer; • acted in good faith and honestly believed they were acting within their role or duty as a Growing works volunteer and • informs the session lead immediately about any incident which could lead to a claim.

Confidentiality and Data Protection

Growing Works requires volunteers to maintain confidentiality in accordance with the confidentiality policy and sign the personal information consent form.

Volunteering and benefit claims

The Department for Work and Pensions (DWP) states that: volunteers can volunteer for as many hours as they wish, as long as they still meet the conditions to get their benefit or tax credit. As legislation varies over time it is always best for volunteers to check the latest information either with their benefits advisor or on the website www.dwp.gov.uk. It is the volunteer's responsibility to do this.

Resolving Problems

The relationship between Growing Works and its volunteer workers is entirely voluntary and does not imply any contract. However, it is important that the organisation is able to maintain its agreed standards of service to the clients who use it, and it is also important that volunteers should enjoy making their contribution to this service.

If your role as a volunteer does not meet with the organisation's standards, here is how it will be dealt with:

1. Initially with a meeting with Sian Taylor, Volunteer Coordinator who will explain the concerns.
2. If this does not resolve the concern then additional support will be provided.
3. If your work still does not meet with our standards then we shall have to stop using your services.

At all times you will be able to freely state your case and can have a friend to accompany you.

If you are dissatisfied with any aspect of your work you should:



1. Initially explain your dissatisfaction to Sian Taylor, Volunteer Coordinator.
2. If that does not resolve the concern then a meeting will be arranged with Sue Brown, Project Manager, then referred to the Board of Trustees if a solution is not found.
3. After this, if the issue remains unresolved, and we are unable to resolve any problem, then it would be inappropriate for you to continue to be a volunteer.

At all times you will be freely able to state your case and can have a friend to accompany you.

This Volunteer policy is freely accessible to all. It will be reviewed on a yearly basis to adapt or improve it.

Useful contacts

NCVO

Website: <https://www.ncvo.org.uk/>

Do-It

Website: <https://do-it.org/>

Volunteering Kirklees

12 New St, Huddersfield HD1 2AR

01484 519053

<https://volunteeringkirklees.org.uk/>