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**VOLUNTEER POLICY**

**AGREED 18/02/2016**

**REVIEW DUE: 18/02/2018**

# INTRODUCTION

# This policy sets out how we will support our volunteers, what we expect of our volunteers, and what our volunteers should expect from WUCC. Volunteers are valued members of our team, and we will always strive to find suitable, engaging and rewarding roles and tasks for them. At all times:

# We will make sure that volunteers are fully integrated in our organisation and that they contribute to the aims of the organisation through their work

# We will ensure that volunteers’ roles will be clearly explained, mutually agreed and supported

# We will ensure that volunteers will be given tasks or projects that are satisfying and appropriate to their interests

# We recognise that volunteers donate their time, and that they do not replace paid staff

# We will ensure that volunteers will have the right to express their views within the organisational structure

# Volunteers and staff will treat each other with respect and courtesy

# We are committed to equal opportunities in relation to the recruitment, selection and involvement of volunteers

# Volunteers will be subject to WUCC's policies and procedures in all respects

# We will sign an agreement with each volunteer that sets out our mutual expectations and assumptions

# TYPES OF PLACEMENT

Volunteers may undertake different roles within the organisation:

1. **Occasional volunteering** may be suitable for volunteers who do not want a regular commitment. They may engage with activities such as helping with a mail-out, leaflet drop or other occasional event
2. **Regular volunteering** is for those volunteers who take on a particular task on an on-going basis, such as an administrative task, support to a regular fun club, or helping out at coffee mornings, etc.
3. **Trustees** who hold positions of responsibility and will be selected on the basis of their skills and experience.

# RECRUITMENT

# WUCC will always seek to find appropriate roles for any volunteer who registers with the organisation, following an informal interview and enhanced CRB disclosure or reference checks if the role requires it. Sometimes, WUCC may go out to recruit volunteers with specific skills and availability if the needs within the organisation make this necessary. The procedure for recruitment, retention and training of volunteers is set out by this policy and the WUCC Recruitment Policy.

# All volunteers will receive a role outline that sets out the specific tasks that any role entails, plus any generic tasks that may be required, and the skills that will be needed. Once a volunteer agrees to take on a specified role, the role description will form part of the Volunteer Agreement that will be signed both by the volunteer and the overseeing member of staff.

# SUPPORT AND SUPERVISION

Each volunteer will be supported by a named staff member to provide feedback on progress, discuss future tasks and development, and discuss any issues that may arise. All volunteers will receive an appropriate induction which will include an Induction Pack of information about the organisation with regard to its aims, issues of confidentiality, the organisational framework and background of the work. Training needs will be identified by the volunteer with their staff support worker and addressed as necessary. Ongoing supervision will be carried out at least once a year by the Volunteer Co-Ordinator using the Volunteer Feedback Sheet.

1. **HEALTH AND SAFETY**

 All volunteers are covered by the Health and Safety Policy, which will be provided for each volunteer as part of the Induction Pack.

1. **EXPENSES**

Reimbursement of expenses will be discussed before taking up the role. Generally, travel and subsistence expenses will be covered by WUCC, but all claims must be supported by relevant receipts.

1. **INSURANCE**

All volunteers will be covered by WUCC’s liability insurance policy whilst they are engaged in any voluntary work on our behalf.

1. **CONFIDENTIALITY**

All volunteers will be bound by the same confidentiality requirements as paid staff. This is set out in the Volunteer Agreement and in the Confidentiality Policy.

1. **NOTICE**

WUCC is not required to give a volunteer formal notice of the ending of a volunteering opportunity or position, but will always endeavour to let a volunteer know as soon as possible if an opportunity is ending. Likewise, volunteers do not have to give formal notice of ending a volunteering role or placement, but should endeavour to let us know as soon as possible if they decide to end such a role.