



Caia Park Partnership Ltd Volunteering Policy



Helping you and the Community

1. Background and Purpose

1.1 Caia Park Partnership Ltd aims to promote social, Environmental and economic well being in Caia Park and recognises the Important contribution that Volunteers make and the right of all to take part in volunteering and for volunteers to have a fulfilling and productive experience.

2. Introduction

2.1 This policy sets out the broad principles for voluntary involvement in Caia Park Partnership Ltd. It is of relevance to all within the organisation, including volunteers, staff, members, and Trustees.

2.2 This policy is endorsed by the Board of Trustees and will be reviewed annually to ensure that it remains appropriate to the needs of Caia Park Partnership Ltd and its volunteers.

3. Commitment

3.1 Caia Park Partnership Ltd 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. Caia Park Partnership Ltd 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. Caia Park Partnership Ltd 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.

4. Definitions

4.1 Volunteers are people who, unpaid and of their own free will, contribute their time, energy and skills to benefit the community.

4.2 Volunteering is a legitimate and crucial activity that is supported and encouraged by the organisation 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.

4.3 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.

4.4 Volunteers will not be used during times of industrial action to do the work of paid staff.

4.5 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 the organisation cannot be compelled to provide regular work, payment or other benefit for any activity undertaken by the volunteer.

4.6 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 the organisation expects of volunteers and what volunteers expect of the organisation.

5. Volunteer Organisation

5.1 All volunteers will have a nominated member of staff (coordinator) 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.

5.2 The organisation of Volunteers will be explicitly referred to in all relevant job descriptions within the organisation.

5.3 The nominated post holder with overall responsibility for the development of voluntary activities within the organisation is Angela Wadeson Senior Manager. This person is responsible for the management and welfare of the organisation's volunteers

6. Recruitment & Selection

6.1 Caia Park Partnership Ltd is committed to equal opportunities and believes that volunteering should be open to all regardless of age, gender, ethnicity, ability, religion and political beliefs. 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 the organisation in terms of recruitment and selection.

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

6.3 Volunteers who are considered unsuitable for a particular task will either be offered alternative voluntary involvement with the organisation or referred to another organisation in Caia Park or the nearest volunteer centre (AVOW).

6.4 All volunteers in Deva house Older People's day care centre and Sparkles day nursery will be asked to produce two references, and will be required to undertake a Criminal Records Bureau (CRB) check as these position involve working with children or vulnerable people.

6.5 Volunteers will have a clear and concise task/role description, which will be subsequently reviewed on a weekly basis by the volunteer and Coordinator. The task/role description will be prepared in conjunction with the volunteer and the designated Coordinator.

6.6 New volunteers will be properly inducted into the organisation.

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

7. Training & Development

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

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

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

8. Support, Supervision and Recognition

8.1 Volunteers will have a named person (Co-ordinator) to whom they can take their volunteering concerns and seek guidance and support.

8.2 Volunteers will have access to weekly 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.

8.3 Volunteers will be given the opportunity, where relevant, to share their views and opinions with the organisation's wider staff, at staff meetings, Volunteer Forums and Volunteer team meetings etc.

8.4 An Awards scheme was implemented in June 2009 to formally recognise the contribution of the organisation's volunteers.

9. Expenses

9.1 The organisation recognises that the reimbursement of expenses incurred 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. An Expenses Reimbursement policy is available in the Volunteer Handbook

9.2 The organisation's 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 the organisation and the calculation of expenses will be explained to the volunteer before they start any activity likely to give rise to expenses.

9.3 The organisation has a consistent approach to the reimbursement of expenses which are the same for volunteers, staff, etc. as approved by the Trustees.

9.4 It is the responsibility of the Volunteer department to make volunteers aware of the procedure for the reimbursement of expenses.

10. Insurance

10.1 The organisation's liability insurance policies include the activities of volunteers and liability towards them.

10.2 The organisation does not insure the volunteer's personal possessions against loss or damage

11. Confidentiality

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

12. Settling Differences

12.1 The organisation aims to treat all volunteers fairly, objectively and consistently. The organisation seeks to ensure that volunteers' views are heard, noted and acted upon promptly, and aim for a positive and amicable solution based on the organisation's guidelines for settling differences.

12.2 The Volunteer Co-ordinator is responsible for handling problems regarding volunteer complaints or conduct and these should be referred to her. In the event of a problem, all relevant facts should be obtained as quickly as possible. Support will be provided by the organisation to the volunteer while it endeavors to resolve the problem in an informal manner. If an informal resolution proves impossible, the organisation's volunteer Disciplinary Code will be referred to, if relevant.

13. Rights and Responsibilities

13.1 The organisation recognises the rights of volunteers to:

- know what is and what is not expected of them
- have adequate support in their volunteering
- receive appreciation
- have safe working conditions
- be insured
- know their rights and responsibilities if something goes wrong
- receive relevant out-of-pocket expenses
- receive appropriate training
- be free from discrimination
- be offered the opportunity for personal development

13.2 The organisation expects volunteers to:

- be reliable
- be honest
- respect confidentiality
- make the most of training and support opportunities
- carry out tasks in a way that reflects the aims and values of the organisation
- Work within agreed guidelines
- respect the work of the organisation and not bring it into disrepute
- comply with the organisation's policies and procedures.

For further information about Caia Park Partnership Ltd go to

www.caiapark.co.uk

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