



Volunteer Policy

Version: 2

Date approved: 10.11.21

This is the Volunteer Policy for Gawsworth Hub

Gawsworth Hub recognises the significant and valuable role that volunteers have in creating, implementing, and delivering our services and believes that volunteering should be a worthwhile and rewarding experience for volunteers.

Volunteers help with the delivery of our services by undertaking supplementary and supportive tasks, complementing, and not replacing the work of paid staff. Gawsworth Hub believes that our relationship with our volunteers is one of mutual responsibility and commitment, within which both the Hub and our volunteers have rights and responsibilities.

We hope that volunteers will enjoy their involvement and gain from it in terms of their own personal objectives. We expect our employees to work positively with our volunteers.

In involving volunteers, the Hub is guided by the following principles of good practice:

- Volunteers receive specific role descriptions and volunteer agreements, ensuring they have clear expectations of their role.
- Volunteers have a named person as their main point of contact.
- Induction and ongoing training and support are provided to volunteers. The Hub wants volunteers to feel part of the organisational structure by enabling them to contribute to our on-going development by contributing ideas and suggestions.
- Information given to volunteers, and forms they are asked to complete, are clear and easy to understand.
- Volunteers are reimbursed for authorised out-of-pocket expenses.
- Within resources available, the Hub tries to meet additional equipment or support needs to enable disabled people to participate fully as a volunteer.
- The Hub aims to identify and solve problems at the earliest possible stage.
- The Hub does not regard volunteers as unpaid employees and does not expect volunteers to undertake inappropriate responsibilities or roles.
- All employees and volunteers are expected and required to follow all current Gawsworth Community shop policies and procedures.
- We will update our guidance in line with relevant changes in either law or in the scope of volunteer roles.

Recruitment

The recruitment process for volunteers will help establish whether potential volunteers and the Hub meet each other's interests and needs. The process will include an informal interview, an application form and taking up of references (telephone recommendation) and will be in line with the Hub's Equality and Diversity Policy and current legislation.

Selection

The selection process for volunteers interested in volunteering for Gawsworth Community Shop will include:

- completing a volunteer application form with two contacts able to provide a personal recommendation. Named contacts should not be close relatives; and
- an informal meeting with the relevant supervisor which will include an introduction to Gawsworth Hub and an overview of the tasks associated with the volunteer role.

At any point in the selection process, if a potential volunteer is considered unsuitable for a role, Gawsworth Hub will explain their reasons to that applicant.

Induction

All volunteers will receive an induction, determined by the relevant Coordinator and the named supervisor, which will be in keeping with the duration and nature of the volunteering activity.

All volunteers have a named supervisor who is responsible for:

- providing the volunteer with a description of the volunteering role, outlining specific and general tasks, responsibilities and to whom they will report;
- ensuring that volunteers are aware of their agreed responsibilities with regards to confidentiality. Volunteers are bound by the same requirements for confidentiality as employees;
- organising a planned induction to the organisation, ensuring volunteers are aware of the Volunteer Handbook, policies, and procedures;
- making up and maintaining a confidential file for the Volunteer. The file will be held in a secure manner in compliance with the Data Protection Act. The file should contain the application form, references, the volunteer agreement, induction record, training record and emergency contact details;
- providing on-going support and any refresher training as required or requested.

Volunteer Agreement

All volunteers sign a Volunteer Agreement, which outlines the voluntary arrangement between the volunteer and the Hub. It is binding in honour only and is not intended to be a legally binding contract of employment. This agreement is intended to be flexible enough to take account of changes in a Volunteer's circumstances or in the requirements of Gawsworth Hub.

Volunteer Expenses

Volunteers will be reimbursed for pre-authorized expenses. Mileage incurred during any volunteer activities will be reimbursed in accordance with current HMRC recommended rates.

Problem Solving

In any organisation, problems can sometimes occur and whilst it is hoped that this will not be the case, if there are any concerns volunteers should in the first instance speak to either their named supervisor, the Shop Coordinator or Hub Coordinator. We encourage feedback from volunteers and for volunteers to raise any concerns, however small they may be.

All complaints and concerns will be responded to within 14 working days and treated in a confidential manner.

Ending Involvement

Although both the Hub and a volunteer can end their volunteering arrangement at any time and without any notice, unless there is an emergency or misconduct, the Hub will aim to give a volunteer at least 2 weeks' notice, hoping that they will offer the same to us.

References

If asked, either during a volunteer's time with us or when it ends, we will supply a reference, based on a volunteer's service with the Hub indicating the skills and knowledge acquired as well as personal qualities observed.

Insurance

The Hub has Employers and Public Liability insurance that covers authorised volunteer activities whilst on site. If a volunteer is required to drive in the course of fulfilling their volunteer activities, the Hub will require proof that the volunteer has the appropriate insurance in place.

Monitoring and Review

It will be the responsibility of the Volunteer Director to ensure that the Volunteer Information File is in accordance with current legislation.

Responsible Individual:

The Director with specific responsibility for this Policy and its implementation is **the HR Coordinator**.

Signatures

Chairman

Date

Co. Secretary

Date