

Volunteer Policy

COVID-19 Update September 2020

Purpose

ELATT believes that every volunteer is a valuable member of the team and ELATT is committed to ensuring that volunteers benefit from suitable policies.

The purpose of this policy is to set out ELATT's aims and approach to the involvement of volunteers. It also provides guidance and direction to volunteers and the staff involved with volunteers.

This policy applies to all volunteers. While volunteers are not employed by ELATT and are not paid a salary, ELATT will treat volunteers as fairly and equally as it treats its paid staff.

Responsibility for the policy

All staff and volunteers have a responsibility for being aware of this policy. The Chief Executive and Service Delivery Managers are responsible for ensuring all new staff and volunteers are made aware of this policy as part of their induction.

Definition

A volunteer is anyone who, without financial compensation, or expectation of it, performs duties at the direction of and on behalf of ELATT. ELATT will reimburse reasonable out of pocket expenses. Volunteers are appointed to enhance the working capacity of the staff team, not as a substitute for them.

Values and principles

Volunteering is an important activity that is supported and encouraged by ELATT.

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.

The volunteering relationship is based on trust and does not involve the obligations associated with employment. Likewise, ELATT are not compelled to provide either regular work or payment or other benefit for activity undertaken by the volunteer.

Mutual expectations

As a volunteer you can expect the following from ELATT:

- Know what is (and what is not) expected of you
- Have adequate support in your volunteering
- Receive appreciation
- Have safe working conditions
- Be covered by ELATT's insurance
- Know your rights and responsibilities if something goes wrong
- Receive agreed out of pocket expenses
- Receive appropriate training
- Be free from discrimination
- Be offered the opportunity for personal development

And as a volunteer, ELATT expects you to:

- Be reliable and honest
- Respect confidentiality
- Make the most of training and support opportunities
- Carry out tasks in a way that reflects ELATT's aims and values
- Work within agreed guidelines
- Respect the work of ELATT and not bring the organisation into disrepute
- Comply with ELATT's policies
- Inform us as soon as possible if you wish to stop volunteering

Related procedures and other documents

- Health and Safety Policy
- COVID-19 Risk Assessment
- Equal Opportunities Policy
- Confidentiality Policy
- Complaints
- Volunteer Expense Procedure
- Volunteer Agreement

Volunteer roles

When developing volunteer roles, we will:

- Ensure that there is a real need for a task to be undertaken, and that volunteers are not replacing paid staff
- Consult with relevant staff who will work with the volunteer(s)
- Consider how to make volunteer roles as varied and meaningful as possible, with opportunities for development
- Conduct a risk assessment for each volunteer role, including ensuring all roles are COVID safe.
- Ensure that there is a budget for reimbursing volunteer expenses
- Produce a clear and concise written role description outlining the purpose of the role, the tasks, skills and experience needed, support and training provided.

Recruitment and selection

Volunteers will be asked to provide their curriculum vitae or complete our Volunteer Application Form. Selection will be by informal interview, conducted by phone or video call where necessary.

Criminal record checks

We will comply fully with the Disclosure and Barring Service (DBS) Code of Practice where it refers to the recruitment of volunteers. We will request a DBS Disclosure for any volunteer role that requires it.

During the COVID-19 pandemic we will check volunteer's ID documents in line with the DBS guidance on this.

If an applicant has a criminal record, this will not necessarily bar them from volunteering. Each case will be considered, and a decision made by ELATT's senior managers, following a risk assessment.

Duties

Before taking up a volunteer role, there will be a mutual agreement on the number of hours you can volunteer each week. As part of the agreement each volunteer will be provided with a written role description of the agreed tasks.

Induction and Training

All volunteers will receive an induction and materials which will include a description of the organisation, and an introduction to the employees and relevant policies and procedures.

ELATT will provide access to training and induction on the work of ELATT, its staff and the volunteering role. ELATT will also consider training opportunities for volunteers if they choose to take on an additional or alternative role as a volunteer, to enable them to develop their skills.

All items on the Volunteer Induction Checklist will be covered, and the checklist must be signed by both the volunteer and the supervisor, and a copy retained in the volunteer's file.

Confidentiality and Data Protection

Volunteers are subject to the same constraints and expectations as staff. Further information can be found in the Confidentiality procedure. There may be tasks where volunteers will have access to clients' personal data and volunteers are required to follow our confidentiality procedure.

Personal information recorded about volunteers is stored and maintained with appropriate safeguards for confidentiality. Records, such as supervision notes and personal data, will be kept within our secure cloud storage account and only accessible via password on a need-to-know basis. Volunteers are informed of their rights, under data protection legislation, to have access to their personal records.

Supervision, support and flexibility

Volunteers will receive support and supervision while they volunteer with ELATT. Each volunteer has a designated supervisor to guide and advise them in their tasks. They will have regular one to one or group sessions with their supervisor. During the COVID-19 pandemic, these will be conducted via video call (or phonecall if the volunteer is not able to access a video calling platform). The frequency of these reviews will be determined by the volunteer and Supervisor in accordance with the number of hours and level of responsibility of the role. A supervisor will meet with the volunteer regularly to discuss the volunteering and any associated problems.

We will do our best to help the volunteer to develop their role with ELATT and we will be flexible in how we utilise volunteers.

Insurance

ELATT's liability insurance policies include the activities of volunteers and liability towards them. ELATT does not insure volunteer's personal possessions against loss or damage.

Expenses

ELATT will reimburse all its volunteers for any out-of-pocket expenses they incur in the course of undertaking volunteering for the organisation.

ELATT realises that volunteers give their time and skills free of charge, so it is fair that they should be reimbursed for any expenses they incur whilst doing so.

All volunteers will have appropriate out of pocket expenses such as travel cost reimbursed on production of receipts. Volunteers will be provided with a lunch allowance to the maximum of £3.00 per day.

Members of staff must ensure that all current and prospective volunteers are made aware of their right to claim expenses, and of the procedure for doing so.

Who can claim expenses?

Anyone who undertakes volunteering on behalf of ELATT can have their expenses reimbursed.

What expenses can be claimed:

The following are legitimate expenses:

- Travel between home and the place of volunteering.
- Travel undertaken in the course of volunteering.
- Telephone or internet access costs incurred specifically as a result of volunteering, these can also be reimbursed, but must be agreed in advance.

How to record hours and expenses?

By using the Volunteer Attendance Record form.

Procedure for claiming expenses

The volunteer must agree any expenditure in advance with his/her supervising manager.

To claim your expenses, please email the claim sheet to your supervisor at the end of each week.

Include as attachments your receipts for any journeys, lunch expenses or pre-approved, itemised telephone calls.

All expenses will normally be reimbursed by bank transfer.

Absence

If for any reason a volunteer is unable to attend for the agreed hours, they should notify their supervising manager as far in advance as possible.

Health and Safety

ELATT has a statutory requirement to ensure a safe working environment for all its employees and volunteers. ELATT will do all that is reasonably practicable to prevent personal injury, damage to property and to protect everyone from foreseeable work hazards. There will be training for volunteers on health and safety. Volunteers must familiarise themselves with ELATT's Health and Safety Policy.

During the COVID-19 pandemic, ELATT will comply with government guidelines, and keep up to date on the changing situation. In particular we will:

- Afford volunteers the same level of protection to their health and safety as employees and the self-employed
- Ensure volunteers are fully integrated in our organisation's COVID-19 Risk Assessment
- Communicate the COVID-19 Risk Assessment and procedures to volunteers, and record that they have understood and agree to comply
- Ensure volunteers are given sufficient information so that they clearly understand the risks involved
- Allow volunteers additional time to get up to speed with new measure if required
- Acknowledge that some volunteers may not have on-line access
- Not allow volunteers to continue if they do not comply with safety measures.
- Encourage volunteer feedback on what can be improved in terms of being COVID secure

Equal Opportunities and Diversity

Volunteers will be working in an organisation that is committed to equal opportunities and diversity. This commitment is reflected throughout ELATT's policies and practices. We ask all volunteers to conduct their work in a non-discriminatory manner, and comply with the ELATT's Equal Opportunities Policy

Reward and recognition

We will seek to recognise volunteers' achievements and contributions in a variety of ways. This will include saying thank you to individual volunteers, mentioning volunteers in documents such as Strategic Plans, Monitoring Reports and our Annual Report, at public events and award ceremonies, and during Volunteers' Week.

Solving Problems

ELATT aims to treat all volunteers fairly, objectively and consistently. ELATT seeks to ensure that volunteers' views are heard, noted and acted upon promptly and aim for a positive and amicable solution.

In the event of a problem, all relevant facts should be obtained as quickly as possible and ELATT will endeavour to resolve the problem in an informal manner.

Leaving Process

All volunteers will be asked to complete an exit questionnaire.

References

References will be provided on request

Review of policy

This policy will be reviewed by the Chief Executive and Service Delivery Managers on an annual basis or sooner if circumstances change.

Appendix 1

Volunteer Agreement

This agreement is intended to indicate the value with which ELATT places on its volunteers and does not represent a contract of employment. There is no intention of creating a legally binding relationship; the agreement is to make clear our appreciation of your services and your commitment to the ELATT. We aim to do the best we can to make your volunteer experience with ELATT a productive and rewarding one.

ELATT

ELATT will aim:

- To provide adequate information, training and assistance for the volunteer to be able to meet his/her responsibilities and tasks, as agreed in the role description agreed with his/her supervisor
- To ensure satisfactory supervisory support to the volunteer and to provide feedback on performance.
- To respect the skills, dignity and individual needs of the volunteer.
- To be receptive to any comments from the volunteer regarding ways in which ELATT might mutually better accomplish our respective tasks.
- To treat the volunteer as an equal partner with the organisation's staff, aiming for completion of the organisation's goals and the fulfilment of its purpose.
- To provide a reference, subject to satisfactory completion of tasks and duties.

The Volunteer

Will aim:

- To perform my volunteer duties as set out in the agreed role description, to the best of my ability.
- To adhere to the organisation's rules and procedures, including health and safety, equal opportunities, confidentiality of organisation and student information.
- To meet time and duty commitments as agreed with my supervisor in the attached role description and timetable, or to inform the supervisor so that alternative arrangements can be made.

Signed:

Volunteer Name:

Date:

Signed:

Volunteer Lead or Supervisor Name:

Date:

Remote version accessible here: <https://resources.elatt.org.uk/elatt-handbook/20-volunteers/elatt-volunteer-agreement-timetable.pdf>

Appendix 2

Volunteer timetable

Start Date:

End Date:

Volunteer's name: _____

Department/reporting to: _____

Day of the week	AM	PM	EVENING
Monday			
Tuesday			
Wednesday			
Thursday			
Friday			

Remote version accessible here: <https://resources.elatt.org.uk/elatt-handbook/20-volunteers/elatt-volunteer-agreement-timetable.pdf>

Appendix 3

Volunteer Complaints procedure

In the unlikely event that you have issues during your time volunteering, please follow the below process:

1. initially raise any concerns with your supervisor
2. If you feel your complaint remains unresolved please raise your concerns either in writing by email or face to face with the Volunteer Officer, Yvonne yvonne.a@elatt.org.uk, to raise your complaint to the line manager. If your supervisor is the Volunteer Officer, please raise your complaint with their line manager, Dr Nafisah Graham-Brown Nafisah@elatt.org.uk
3. If you are still unhappy with the response, please submit your complaint in writing by email to the Chief Executive Officer, Anthony Harmer (anthony@elatt.org.uk)

Appendix 3 Volunteer Claim Form



Volunteer Monthly Statement Attendance Record

ELATT Volunteer Monthly Statement
Volunteer's Name:

Week Beginning	Start	Finish	Hours	Expenses	Job Description
Monday					
Tuesday					
Wednesday					
Thursday					
Friday					
Total					

Signed By Volunteer:
Signed by Supervisor:

Week Beginning	Start	Finish	Hours	Expenses	Job Description
Monday					
Tuesday					
Wednesday					
Thursday					
Friday					
Total					

Signed By Volunteer:
Signed by Supervisor:

Month Year
Travel Lunch

Week Beginning	Start	Finish	Hours	Expenses	Job Description
Monday					
Tuesday					
Wednesday					
Thursday					
Friday					
Total					

Signed By Volunteer:
Signed by Supervisor:

	Start	Finish	Hours	Expenses	Job Description
Monday					
Tuesday					
Wednesday					
Thursday					
Friday					
Total					

Signed By Volunteer:
Signed by Supervisor:

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Remote version accessible here: <https://resources.elatt.org.uk/elatt-handbook/20-volunteers/elatt-volunteer-monthly-attendance-expenses-record.pdf>