



## Volunteer Policy

Issue Date: 05.04.2019

### 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. This policy will apply to all volunteers.

### 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 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
- 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

## Related procedures and other documents

- Health and Safety
- Equal Opportunities policy
- Confidentiality
- 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
- 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. Selection will be by informal interview.

All volunteers will be required to complete DBS checks as part of the vetting process

## **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 every volunteer.

## **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 material 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. Volunteers will not have access to clients' personal data.

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 in lockable filing cabinets, and any electronic records are 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. 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 use the volunteering.

## **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.

## How to record hours and expenses?

By using the Volunteer Attendance Record form.

The form should be completed at the end of every week, signed by the supervisor and given to the finance/admin staff.

## Procedure for claiming expense

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

Receipts if claiming for any expenses must be produced showing journeys

All amounts will normally be reimbursed by cheque.

## Absence

If for any reason a volunteer is unable to attend for the agreed hours they should notify their supervising manager as much 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.



## **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 in person, 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.



## 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, jointly responsible 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, or to inform the supervisor so that alternative arrangements can be made.



## Volunteer time of attendance

Start Date:

End Date:

Volunteer's name: \_\_\_\_\_

Department/reporting to: \_\_\_\_\_

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