

Volunteer Policy

Status	In Review	Named Trustee	Debbie Denyer
Initial Review	Nov 2022	Reviewed By	HR, SLT, Trustees
Last Review	01/02/23	Approved by Trustees Date	01/02/23
Next Review	01/02/24	Links Last Checked	01/02/23

Purpose

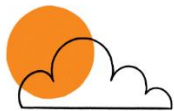
The purpose of this policy is to ensure best practice in the recruitment, support, and management of our volunteers (inc. Trustees).

Related Documents

- Safeguarding Policy
- Grievance Policy
- Health and Safety Policy
- Privacy Policy
- Volunteer Expenses Policy
- Equity, Diversity and Inclusion Policy
- Whistleblowing Policy

Values

Our values are:



Optimistic yet realistic

Look to the future but prioritise the present.



Include intentionally

Foster an open culture.



Deliver with Integrity

Always uphold honesty, act within our morals & ensure we are dependable.



Empowerment

Feedback empathetically, always act with understanding, support and value.

Policy

Our service relies on the incredible work of our volunteers. Their contribution towards our aims and objectives cannot be underestimated. Our volunteers are primarily mentors, but they also offer new skills and perspectives, help to run event and fundraise.

Recruitment

Caudwell Youth is committed to equal opportunities and believes that volunteering should be open to all regardless of age, disability, race, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation, political beliefs or offending background (that does not create a risk to vulnerable groups including children). Please see our Equity, Diversity and Inclusion Policy.



Information about volunteers which are not relevant to the performance of the volunteering tasks concerned will be disregarded by the organisation in terms of recruitment and selection. Personal information recorded about volunteers is stored and maintained securely as outlined in Caudwell Youth's Privacy Policy.

All volunteers must complete an application form, meet someone from the operations team to learn more about roles and responsibilities and be subject to references and an enhanced DBS check.

Support

Each volunteer will be supported by the Volunteer Lead through their onboarding process and will also be assigned to a member of the Caudwell Youth Team.

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

Caudwell Youth encourages feedback and volunteers will be given the opportunity, where relevant, to share their views and opinions through quarterly focus groups.

Caudwell Youth will seek to recognise volunteers' achievements and contributions in a variety of ways. Volunteers will be given formal recognition of their contribution (e.g., internal awards, articles in newspapers and newsletters, thank you letters etc.).

Expenses – see Volunteer Expenses Policy

Insurance

Volunteers are covered by Caudwell Youths Public and Employer's Liability Insurance. The organisation does not insure the volunteer's personal possessions against loss or damage. Trustees are also covered by Professional Indemnity Insurance.

Confidentiality

Caudwell Youth places significant importance on the confidentiality and security of individuals' personal information and we will always take appropriate precautions. Volunteers must ensure sensitive information remains confidential; this includes the personal information of supporters, young people and volunteers, as well as information relating to the overall business of the charity.

Volunteer agreements are signed by all volunteers working with Caudwell Youth. Failure to maintain confidentiality may result in termination of a volunteer's relationship with Caudwell Youth.

Resolving Problems

Caudwell Youth aims to treat all volunteers fairly, objectively and consistently and seeks to ensure that volunteers' views are heard, noted and acted upon promptly. We will aim for a positive and amicable solution in accordance with the procedures in our Grievances Policy. Volunteers are encouraged to raise any problems with their designated Youth Support Coordinator at the earliest opportunity, so that issues may be resolved promptly and informally whenever possible.



For serious issues, please see our Whistleblowing Policy.

Responsibilities

Trustees

Responsible for ensuring appropriate process and procedures are in place so that volunteers are supported and protected.

At least one trustee holds responsibility for volunteering on the board and ensuring all decisions positively impact volunteers.

Senior Leadership Team (SLT)

- Ensuring appropriate DBS and reference checks are carried out.
- High quality training including safeguarding is in place.
- Appropriate systems are in place to enable effective volunteering such as Better Impact.

Colleagues

Colleagues, especially the Volunteer Lead, Youth Support Coordinators and Operations Director, must ensure that the volunteers' rights are upheld.

Caudwell Youth recognises the rights of volunteers to:

- know what is (and what is not) expected of them;
- have adequate support in their volunteering;
- receive appreciation;
- volunteer in a safe environment;
- be insured;
- know their rights and responsibilities if something goes wrong;
- receive relevant out-of-pocket expenses;
- receive high quality training including safeguarding;
- be free from discrimination;
- be offered the opportunity for personal development.

Volunteers

Caudwell Youth expects volunteers to:

- be reliable and 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;
- carry out tasks within agreed guidelines;
- complete contact logs after every session with young people;
- respect the work of the organisation and not bring it into disrepute;
- comply with the organisation's policies.



Driving young people

Volunteers please note: most insurers will consider driving a young person as a (non-chargeable) voluntary arrangement, provided that driving is not the main purpose of volunteering. However, you must check with your insurer before offering transport. If the insurer makes an additional charge, please discuss with your Caudwell Youth colleague contact whether you can claim this.

