

# VOLUNTEERING POLICY

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## **Recruitment and Management of Volunteers Policy**

The Ipswich Town Community Trust (the Trust) recognises the important role which voluntary workers play in complementing and supporting its work.

### **Recruitment of Volunteers**

Recruiting of volunteers will be task led, with volunteers having specific roles and responsibilities within the organisation. Volunteering will be co-ordinated by the Volunteer Co-ordinator.

The normal minimum age for volunteers is 16 and the upper age limit is normally 70. The Operations Manager will have the authority to waive these limits.

### **Selection of Volunteers**

All prospective volunteers will complete an application form (see appendix 1) and attend an interview with the Volunteer Co-ordinator. Candidates will be assessed on their suitability to carry out the task for which they are being recruited.

Key points in the selection criteria will include:

- **Fitness and Health** - The candidate must be able to meet the physical demands of the job without risk to his/her physical or mental well being.
- **References** - The candidate will be required to name two referees (not relatives) to provide a character reference. References will be taken up for those volunteers who successfully complete the selection process
- **Disposition** - Candidates must display appropriate personal qualities to carry out their duties. These may include responsibility, maturity, co-operation or other personal skills as stated in the person specification.
- **Criminal Records Bureau Enhanced Disclosure** - All volunteers working with children and vulnerable people will be required to disclose any previous convictions (including any spent convictions) and to undergo an "Enhanced CRB check." They should be advised of these requirements, and given a copy of the Trust's policy on the employment of ex-offenders and on the retention and storage of such information.

Volunteers have a duty to inform the Volunteer Co-ordinator of any subsequent convictions.

- **Registration** - All volunteers who are accepted to work on behalf of the Trust must sign a volunteer's agreement (see appendix 2 and abide by the job description for the post they are appointed).

Volunteers will be responsible to an appropriate named person, who will act as their line manager.

## **Placement of Volunteers**

The Volunteer Co-ordinator will agree both a description of the role of the volunteer and description of the personal qualities required to deliver the role before a potential volunteer is sought.

The duties the volunteer will be asked to undertake, the skills required to fulfil the tasks and the time commitment involved must be given adequate consideration. This information must be included in the description of the role so that any potential volunteer is fully aware of the commitment they are being asked to take on.

## **Training**

Volunteers have the right to expect suitable training to enable them to carry out their routine tasks.

The Volunteer Co-ordinator and volunteer's line manager have a duty to ensure any new volunteer is properly inducted into the organisation.

Induction must include:

- Orientation of the area in which the volunteer will be working.
- Information about the role of other volunteers working for the Trust.
- The extent and limits of the volunteer's role.
- Appearance: the desirability of wearing suitable clothing where it is appropriate.
- The need for confidentiality.
- The necessity for dependability and reliability.
- Attitudes and relationships with staff, clients and other volunteers.
- The payment of expenses.
- Security of volunteers' possessions.

- Knowledge of what to do in an emergency.
- Awareness of the Health & Safety Policy and Equal Opportunities Policy.
- Additional specialised training will be provided where necessary.

## **Support**

Support for volunteers will be provided by the Volunteer Co-ordinator and the officer acting as the volunteer's line manager

Support may take the form of:

- Discussions or meetings to discuss problems, review performance exchange ideas or plan new services.
- Open access to the Volunteer Co-ordinator to raise individual concerns and issues.

## **Rights & Responsibilities**

Volunteers have a right to:

- Be assigned jobs which are worthwhile and challenging, but reflect the volunteers skill levels
- Expect all information about themselves and their families to be treated confidentially
- Be properly supported.
- Receive orientation, training and supervision for the work they carry out.
- Equal access to training
- Accept/refuse tasks which are outside their agreed task/role.
- Terminate their engagement.

Volunteers have a responsibility to:

- Acknowledge and accept that their engagement may be suspended or terminated if their physical or mental health deteriorates
- Treat all staff and other volunteers with dignity and respect

- Treat all people equally. Racial or sexual harassment, abuse or other offensive behaviour will not be tolerated and will be treated as gross misconduct
- Not to attend for work whilst under the influence of alcohol, drugs or other substances
- Respect all confidential information. Volunteers must not disclose any personal details or information to a third party.
- Make themselves available for training which relates to the work they carry out.

### **Unacceptable Behaviour**

All discipline matters concerning volunteers must be referred to the Volunteer Co-ordinator

In the event of a complaint of a disciplinary nature, all relevant facts should be ascertained and the situation dealt with as quickly as possible.

It maybe necessary (after all other options have been explored) to discontinue the services of a volunteer.

## **Disciplinary Policy and Procedure for Volunteers**

The Trust is aware of the important role of volunteers and their benefit to the organisation and is anxious that volunteers have equal status and the same access to disciplinary or grievance procedures as paid staff.

### **Procedure**

The aim of this procedure is to ensure that should a member of staff or volunteer have concerns or grievance about the way a volunteer behaves or performs their tasks, the volunteer will be treated in a fair and just manner.

Most such difficulties can be sorted out satisfactorily through informal discussions. These are usually the result of misunderstandings and bad communication. However, if this is not possible then the following procedures should ensure that volunteers have their case heard fairly.

All unacceptable behaviour or disciplinary matters concerning volunteers must be submitted in writing to the Volunteer Co-ordinator.

### **Scope**

This list of unacceptable behaviour is not fully comprehensive but the main areas for concern would be:

- Performing tasks or acting in a way which would bring the Ipswich Council for Voluntary Service into disrepute
- Persistently bad time keeping
- Inappropriate dress
- Taking on tasks without the agreement of the volunteer's line manager which are outside the agreed task description
- Failure to respect confidentiality
- Failure to treat clients, staff and volunteers with dignity and respect
- Breach of Health & Safety Policy
- Misuse of equipment or facilities
- Theft
- Racial or sexual discrimination, abuse or other offensive behaviour

- Arrive for duty whilst under the influence of alcohol, drugs or substance abuse
- Failing to meet agreed standards of quality of work
- Inappropriate behaviour with children

If the Volunteer Co-ordinator receives a written complaint regarding the behaviour of a volunteer then the following procedures will be implemented.

### **Oral Warning**

The Volunteer Co-ordinator will report the matter to the Operations Manager, who will investigate the circumstances of the complaint. If appropriate, he will then arrange for an interview with the volunteer to take place. The volunteer must be informed of the purpose of the meeting and the alleged offence in advance.

The volunteer must receive notification of the meeting in writing and has the right to be accompanied by a friend.

If it is decided that the volunteer's conduct was unsatisfactory, a formal oral warning should be issued.

Notes must be taken at the meeting and its outcome, and a copy made available to the volunteer. The notes will be kept on the volunteer's file.

The volunteer has a right to appeal to the Chairman of the Directors/Trustees.

### **Written Warning**

If the volunteer's conduct or performance continues to be unsatisfactory, the Volunteer Co-ordinator will arrange with the Operations Manager to conduct a second interview with the volunteer at which the volunteer should be informed of the reason for the dissatisfaction. The meeting will be attended by a second manager (another officer or trustee who is not involved in the complaint). Witnesses as to the reason for dissatisfaction should be heard, and the volunteer should be allowed to respond. The volunteer should be told of his/her right of appeal. If appropriate, a written warning should then be issued to the volunteer

The volunteer must receive notification of the meeting in writing and has the right to be accompanied by a friend.

If the complaint is found to be upheld, the volunteer must be informed that they will receive a written warning and be made aware of the content of the letter, which must clearly state the cause of dissatisfaction, the improvements expected and any time scales agreed.

Your name	
Your address	
Contact details:	Telephone no
	Mobile no
	e-mail address
Please explain what skills and qualifications you have that make you suitable for this role	
What other qualifications do you have? Please tell us about your academic achievements, and about any diplomas or qualifications you have. (include anything that you think might be relevant)	

A copy of the written warning should be sent to the volunteer and a copy kept on file.

The volunteer has a right to appeal to the Chairman of the Trustees.

### **Discontinuation of Services**

If, after a written warning, the conduct or performance of the volunteer continues to be judged unsatisfactory, and the Operations Manager and Volunteer Co-ordinator decide that the services of the volunteer should be discontinued, the Volunteer Co-ordinator should arrange a meeting with the volunteer.

The volunteer must receive notification of the meeting in writing and has the right to be accompanied by a friend. The meeting will be conducted by the Operations Manager and he/she will be accompanied by another manager.

The volunteer must be made aware of the nature of the complaint and the reason for the termination.

This must be put in writing and sent to the volunteer within one week of the meeting.

A copy of the letter must be kept on the volunteer's file.

The volunteer has a right to appeal to the Chairman of the Directors/Trustees.

The volunteer must give the Chairman written notification of their intention to appeal within 14 days of the effective date of the letter of dismissal.

The Volunteer should not be allowed access to the Trust pending their appeal.

### **Appeals**

Appeals must be carried out within agreed time limits and be attended by the volunteer, a friend, the Operations Manager, the Volunteer Co-ordinator and the Chairman of the Directors/Trustees. The decision of an appeal is final and must be put in writing to the volunteer and a copy kept on the volunteer's file.

### **Gross Misconduct**

Gross misconduct or a gross offence is a breach of discipline that is wilful or premeditated, e.g. theft or assault, and will lead to instant dismissal.

## **Suspension**

In circumstances when it would be better for all concerned if the volunteer were not to have access to ITFC and Trust premises whilst an investigation takes place, the Operations Manager may, if he/she so decides, to suspend the services of the volunteer.

## **Grievance Procedure**

It is important that if any volunteer believes that they have been wronged or that they have a grievance, they should be allowed to bring that grievance to the Volunteer Co-ordinator, a senior manager or trustee, and that they should be given a fair hearing. They should not be treated unfairly because they have raised the matter, and they also have a right of appeal.

### **Procedure**

The matter should be first raised informally with the volunteer's line manager, or with the Volunteer Co-ordinator.

If the matter cannot be resolved by the Volunteer Co-ordinator or the line manager, the complaint should be raised in writing to the Operations Manager (or to the Executive Director if the complaint concerns the Operations Manager). The Operations Manager (or the Executive Director) should investigate the matter thoroughly, taking into account all Trust policies and all relevant statutory rights. After due consideration, a decision to uphold or deny the complaint should be made, and the volunteer informed in writing.

A record of the complaint and of the subsequent investigation should be retained on the volunteer's personal file.

### **Appeal**

If the complainant does not accept the decision reached, the matter should then be referred to the Chairman of the Directors/Trustees. His/her decision will be final.

**Volunteering Policy**

Application to become a volunteer

<b>What voluntary work do you wish to do?</b>	
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<p><b>Life skills are often as important as qualifications.</b> Please tell us what achievements you have that have not been formally recognised by national qualifications (ie bringing up children, achievements at work.</p>		
<p>Tell us about any voluntary work you have done, and about any other contributions you make or have made to your community</p>		
<p>Please give us the names and address of two referees. Both people should know you well for at least three years. They should not be related to you or to any one in your family</p>	<p>Post code</p>	<p>Post code</p>

***Please complete the following declaration***

Because of the sensitive nature of the duties involved in this post you are required to disclose details of any criminal record. Only relevant convictions and other information will be taken into account so disclosure need not necessarily be a bar to obtaining this position.

Have you ever been convicted by the courts or cautioned, reprimanded or given a final warning by the police? (Note that the post you have applied for is excepted from the *Rehabilitation of Offenders Act 1974*, which means that all convictions, cautions, reprimands and final warnings on your criminal record need to be disclosed)

If yes, please give details of offences, penalties and dates.

Are you aware of any police enquiries undertaken following allegations made against you, which may have a bearing on your suitability for this post?

If yes, please give details.

I confirm that the information that I have given in this declaration is both complete and true.

Signed ..... Date .....

**This information should be sent under separate, confidential cover, to the Volunteer Co-ordinator at the Trust and we guarantee that this information will only be seen by those who need to see it as part of the recruitment process.**

Volunteering Policy

Volunteer Agreement

This is a voluntary agreement between Ipswich Town Community Trust and .....

The purpose of this agreement is to ensure that both parties to the agreement understand what is involved, what their responsibilities are and what is expected of them.

The Community Trust will provide a safe and secure working environment: it will provide the appropriate level of training and support in accordance with its agreed policy for the management of volunteers.

As a volunteer, ..... recognises his/her rights and responsibilities that are defined in the Trust's Policy for the Recruitment and Management of Volunteers. He/she agrees the following:

Hours of attendance	
Duties to be performed:	

Each volunteer has a Line Manager, to whom the volunteer will look for direction and support. The line manager in this case is .....

Signature .....  
(Volunteer)

Signature .....  
(on behalf the Trust)

Date .....

Date .....

The induction procedure for this volunteer has been completed

Signed .....  
(Volunteer Co-ordinator)

Date .....