

Boat of Garten Community Hall Policies and Procedures

Volunteering

Volunteers are a major resource and make a vital contribution to the aims of Boat of Garten Community Hall. We intend to encourage, develop and support volunteer involvement in our work, in which volunteers are already important stakeholders. In doing so we recognise that the roles of volunteers will complement and not replace the roles of paid staff.

The time, energy and skills offered by our volunteers benefits our work and helps us to achieve our aims. Experience has shown that volunteering also brings benefits to volunteers themselves and to those with whom they work.

In the organisation a volunteer is understood to be a person who does voluntary work on our behalf. It is undertaken by choice and is unpaid. Boat of Garten Community Hall undertakes to organise its volunteers effectively.

Volunteers serve on our management committees, help with the delivery of our service, and are active in the community-led groups and projects which we support.

Boat of Garten Community Hall believes that our relationship with our volunteers is one of mutual responsibility and commitment with staff. 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.

Purpose and Advantages of Policy and Procedures on Volunteers

Boat of Garten Community Hall's purpose in adopting this policy is to:

- highlight and acknowledge the value of the contribution made by volunteers;
- reflect the purpose, values, standards and strategies of Boat of Garten Community Hall in its involvement of volunteers;
- recognise the respective roles, rights and responsibilities of volunteers and the organisation;
- establish clear principles for the involvement of volunteers;
- ensure the ongoing quality of both the volunteering opportunities on offer and the work carried out by the volunteers; and
- acknowledge the current areas of volunteer involvement.

Principles of Good Practice

In involving volunteers we will be guided by the following principles of good practice:

- The tasks to be performed by volunteers will be clearly defined, so that all concerned with their activities are sure of their respective roles and responsibilities.
- Boat of Garten Community Hall will keep records of the work done by volunteers. Volunteering opportunities will complement rather than replace the work of paid staff.
- Opportunities will be given for volunteers to represent their views to Boat of Garten Community Hall.

Recruitment and Selection

Boat of Garten Community Hall's equal opportunities policy will be adhered to when recruiting and selecting volunteers.

Support for Volunteers

- Where appropriate, we will provide an induction period and a review session for volunteers to assess the progress of their placements and to resolve any problems at any stage.
- We will provide funding for the payment of volunteer's expenses. Volunteers will be given clear information about what expenses can be claimed and how to make a claim.
- Volunteers will be given information on other legislations or policies which may affect them e.g. Health & Safety and Equal Opportunities. In these respects volunteers will be treated in the same way as paid staff for liability purposes.
- All volunteers will be offered appropriate access to support and supervision on a regular basis and will be informed who to contact in an emergency.
- A designated person will be assigned responsibility for dealing with complaints about a volunteers' conduct in accordance with the general procedures of Boat of Garten Community Hall.

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Volunteers on Management Committee/Board of Directors

To support its Committee/Board Members Boat of Garten Community Hall will provide:

- An induction on the role and responsibilities to the Committee/Board Members and the work of the organisation.
- Written information and reports in good time on matters related to the governance of Boat of Garten Community Hall, the organisation's constitution/Memorandum and Articles of Association, and any other relevant areas of legislation.

Rights and Responsibilities of Volunteers:

In engaging volunteers, we recognise the rights of volunteers to:

- Know what is expected of them and to be given clear information and induction.
- Have clearly specified lines of support and supervision.
- Be shown appreciation.
- Have safe working conditions.
- Be insured.
- Know what their rights and responsibilities are if something goes wrong.
- Be paid expenses.
- Be trained and receive ongoing opportunities for learning and development.
- Be free from discrimination.
- Experience personal development through their participation as volunteers.
- Ask for a reference.
- Be consulted on decision that will affect what they do.
- Withdraw from voluntary work.

We expect that volunteers will:

- Work within agreed guidelines and remits.
- Be reliable.
- Respect confidentiality.
- Attend training and support sessions where agreed.

Relationship with Paid Staff:

- Steps will be taken to ensure that paid staff at all levels are clear about the role of our volunteers, and that good working relationships are fostered between paid staff and volunteers.
- The roles of volunteers and paid staff will be complementary and mutually supportive.
- Appropriate training, support and resources will be provided for all those who work alongside volunteers and for those who have a managerial role in relation to volunteers.
- Volunteers will also be given clear information about the roles undertaken by paid staff and value to Boat of Garten Community Hall.
- Volunteers on the Management Committee/Board of Directors will observe fair standards and conditions of employment, health & safety and equal opportunities in respect of paid staff.

Contracts and Agreements

In entering into contracts or service agreements which involve volunteers we will ensure that:

- The role of volunteers is made clear and that satisfactory arrangements are in place for their management.
- The contract of service agreement provides the necessary resources for involving volunteers.
- Arrangements are made to set out the roles and commitments of the volunteers.
- The impact of volunteering and its benefits are promoted and acknowledged.