

Volunteer Policy & Procedure

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Policy Scope:	Organisation wide
History of changes:	

1. Purpose

The Hungerford Youth & Community Centre (HYCC) provides direct services to the public, each year helping hundreds of people.

The centre relies on and values the contribution of volunteers in the support they offer to the provision of the wide ranging direct and indirect services HYCC offers to the local community.

This document outlines the policy on involving volunteers with its work. The policy provides guidance to both staff and volunteers that are engaged in or are supported by the work of the HYCC in order to ensure a high-quality volunteering experience. This policy should be read in conjunction with the more detailed policies of the centre. It does not override these policies but sets out the values of HYCC in relation to the role of volunteers in its operations.

The HYCC hopes to provide a volunteering environment that is enjoyable and rewarding. It welcomes feedback from volunteers on the quality of the volunteering experience it offers.

2. Principles involving volunteers

HYCC recognises the work of volunteers. The following principles reflect this commitment:

- HYCC will ensure that volunteers are effectively integrated into the organisation
- HYCC does not wish to introduce volunteers to replace previously paid staff
- HYCC expects that all staff and trustees work positively with volunteers
- HYCC will offer opportunities to help volunteers develop and acquire new skills.
- HYCC believes that working well with volunteers enhances the local community.

3. Recruitment

Initial step is a conversation between member of HYCC staff and potential volunteer to ascertain what the role comprises and whether the volunteer has any requirements.

In the case of a parent of youth club member offering to volunteer, they are allowed to start without a DBS. DBS papers must be produced within two weeks of starting and that person is not allowed to be alone with children until the results of the DBS have been received.

Any person unknown to HYCC needs to have a clear DBS before starting. That may include DBS from a different organisation or from the update service.

4. Training & Support

4.1 Induction and training

Volunteers receive a copy of the 'Staff code of behaviour' and they are required to sign a 'Volunteer Agreement'. They are also required to complete a short online safeguarding course and to produce documents for DBS check as soon as possible.

Each session ends with a de-brief time during which staff and volunteers are encouraged to ask questions and share their experiences. HYCC aims to identify and solve problems at the earliest possible stage to build on good practice.

4.2 Volunteer Expenses

All volunteers undertaking voluntary work will have reasonable and genuine out of pocket expenses reimbursed upon production of receipts. For those who drive during the course of their volunteering, procedures are in place to reimburse mileage expenses at an appropriate rate. Any such reimbursement for expenses should not be a consideration for services, and so should not affect benefits in any way and is not subject to income tax or national insurance.

4.3 Information, Equipment, and Materials

Volunteers will receive all necessary information about their roles. HYCC ensures that the volunteer receives all relevant information e.g. notification of meetings.

4.4 Insurance

All volunteers are covered by the centre's relevant Employer's Liability insurance policy whilst they are on the premises of the Centre or are engaged in any voluntary work on behalf of partner organisations.

5. Existing Policies and Procedures

Volunteers are expected to adhere to the Policies and Procedures of HYCC. It is the responsibility of HYCC to ensure that the relevant policies and procedures are read and understood by the volunteers. All volunteers should adhere to existing and future policies and procedures and uphold the aims of HYCC.

The following policies are particularly important for volunteers:

Health & Safety

Safeguarding

Data Protection

Complaints Policy (A policy is in place ^{Charity no. 11846921} giving guidelines on handling complaints from those using our services.)

6. Procedure for Disciplinary action

If a volunteer is suspected to have behaved in a manner likely to cause offence or bring HYCC into disrepute, the session leader will discuss the matter with the volunteer. If a matter is considered to be serious, volunteers should be given a warning by the centre director and if their behaviour does not change, they should be asked to stop volunteering immediately. The HYCC has the authority to prevent any individual from volunteering within the centre, although any such decision will be made on objective criteria and within the principles and practices of HYCC and its stated policies and procedures. In cases of serious misconduct HYCC reserve the right to immediately withdraw a volunteer from duties without issuing prior warnings.

7. Procedure for grievance

See Grievance policy