



## **IntaGR8 Volunteer Management Policy – General Principles**

- IntaGR8 will endeavour to advertise volunteering positions widely, with consideration to disadvantaged people or individuals with special needs.
- IntaGR8 will provide clear and accessible information to help a wide range of volunteers make an informed choice about volunteering with IntaGR8.
- IntaGR8 will use a fair and consistent selection process, which will consider the needs of individuals with special needs.
- All IntaGR8 volunteers will be given a planned programme of Induction. DBS and training.
- IntaGR8 will ensure that volunteers have the skills they need to carry out their role safely and properly.
- IntaGR8 is committed to doing what it can to help volunteers with their personal and professional development needs.
- All IntaGR8 volunteers will receive regular support and supervision through frequent contact with a named supervisor. They will also have monthly clinical supervision as a group with Bacp counselling supervisor.
- Volunteers will be encouraged to contribute towards the overall management and development of IntaGR8 and/or the project they are supporting.
- IntaGR8 believes that no volunteer should pay money for helping others and will reimburse volunteers for all reasonable and agreed out of pocket expenses.
- IntaGR8 takes the Health and Safety of its volunteers very seriously and will have adequate arrangements in place to keep volunteers safe and well during volunteering activities.
- IntaGR8 believes that its volunteers should be adequately insured for their volunteering role.
- IntaGR8 believes that anyone, regardless of background, ability or belief should be able to enjoy volunteering with the organisation.
- IntaGR8 is committed to fair, responsible and effective policy and practice for recruiting and retaining people with a criminal record – either as paid employees or volunteers – based on a full assessment of the risks involved. In line with safeguarding procedures
- IntaGR8 expects volunteers to show courtesy and respect in their dealings with others.

- IntaGR8 will respect the privacy and confidentiality of its volunteers and expects all volunteers to follow organisational guidelines about confidentiality.
- IntaGR8 will have a fair and clear system for dealing with volunteer complaints and with any concerns about an individual volunteer's behaviour or performance.
- IntaGR8 will ensure that the relationship between volunteers and paid staff will be complementary and mutually beneficial and that staff and volunteers are clear about the boundaries of their relationship and lines of responsibility.

Prepared by: R Raper	Policy Volunteer management
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## **IntaGR8 – Volunteer Policy**

### **1. Statement of Commitment to Volunteers**

IntaGR8 recognises that volunteers make an important contribution to its work in the community. Volunteers allow the Organisation to reach more clients and to broaden the range of work it can undertake. Volunteers bring enthusiasm and new ideas to the ongoing development of IntaGR8 and its projects and help it to keep in touch with what is needed in the community.

IntaGR8 recognises that volunteers join the organisation through choice and for reasons as diverse as each individual volunteer. In all cases, volunteers contribute their time and effort without expectation of financial gain.

IntaGR8 is committed to doing what it can to make sure that volunteering with the organisation is a rewarding experience by properly supporting and valuing its volunteers.

### **2. Volunteer Commitment to the Organisation**

IntaGR8 expects volunteers to understand and adhere to the principles and guidelines that govern the organisation and to be reliable and responsible as well as respectful in their dealings with others.

### **3. Purpose of the Policy**

IntaGR8 recognises that the key to a strong relationship with its volunteers is for all involved to be very clear about what is expected of them. This Policy is designed to outline the overall principles

that will govern the organisation's dealings with its volunteers so that they know what to expect, as well as providing IntaGR8 staff and Managers with guidance on practical day to day matters that affect volunteers. It is hoped that by establishing and implementing this Policy, the organisation can be sure that all volunteers are treated fairly and consistently and that any unnecessary barriers to individuals participating in its activities are removed.

#### **4. Monitoring and Implementation**

The IntaGR8 Directors and Senior Management Team (SMT) are responsible for ensuring that the principles outlined in this Policy are implemented and that the Policy is reviewed every year.

#### **5. Recruitment and Selection**

*IntaGR8 will advertise volunteering positions widely, with consideration for disadvantaged people. It will provide clear and accessible information to help a wide range of volunteers make an informed choice about volunteering with the project.*

*IntaGR8 will use a fair selection process which will consider the needs of individuals with special needs and/or disabilities.*

##### **5.1 Role Descriptions: -**

- Role Descriptions will be drawn up wherever possible for volunteering roles within the organisation.
- These will outline only the essential tasks to be carried out as part of the volunteering role and the skills and qualities that are necessary for, and relevant to, the role specifically.

##### **5.2 Advertising: -**

- Volunteering roles will be advertised as widely as possible.
- IntaGR8 will ensure that methods of advertising give due regard to equality and diversity.

##### **5.3 Recruitment literature will aim to include:-**

- A description of the work IntaGR8 does and of the nature of the volunteering roles available within the organisation or related project.
- A statement about why IntaGR8 needs volunteers.
- A statement of what the benefits of volunteering are for those who become involved with IntaGR8.

- A statement of the project's commitment to promoting/enhancing the future development of its volunteers.
- A statement of the project's commitment to Equal Opportunities.
- A brief description of the work, when and where the work will take place.
- Whether particular skills and/or experience are required.
- Whether specific training is offered.
- Reference to matters which concern volunteers, e.g. payment of expenses, references etc.
- Reassurance about how volunteers will be supported.
- A contact name and telephone number for further information.

Recruitment literature will be designed with regard to different people in the community including those who are young, unemployed, from different minority ethnic communities or who have disabilities.

When required, IntaGR8 will do what it can to make recruitment information available in formats other than writing and in languages other than English.

#### **5.4 Selection Process:-**

- All potential volunteers who express an interest in the project will be contacted within 3 working days wherever practicable.
- All potential volunteers will be given clear information about the selection process when they contact IntaGR8.
- All potential volunteers will be asked to attend an informal interview with a relevant staff member, at which time personal details will be taken and the suitability of the individual for the volunteering role assessed.
- Volunteers will be selected on the basis of their suitability in relation to the Role Description.
- Volunteers will be asked to provide two references and these will always be taken up prior to confirmation of a volunteer placement.
- All volunteers will undergo an enhanced DBS check.
- If a potential volunteer proves to be unsuitable for the role, s/he will be told why and signposted to other volunteering opportunities.

## 6. Induction

*All Organisation volunteers will carry out a planned Induction.*

### 6.1 Volunteer Induction Programme:-

- All volunteers will receive an Induction and IntaGR8 will make every effort to adapt the Induction process and materials for those volunteers with special needs.
- The Induction Programme will depend upon the nature of the role and the project or activity it is associated with, but should include the following elements:
  - A summary of the mission, aims and core values of *IntaGR8*.
  - Staff structure of the project or activity the role relates to.
  - A summary of the duties/responsibilities relating to specific volunteering role and any guidelines relating to the role.
  - Procedures relating to the claim and payment of volunteer expenses.
  - IntaGR8 and or the project's Complaints Procedure, Confidentiality Policy, Equal Opportunities Policy and Health and Safety Policy/Procedures.
  - Who to approach with queries.
  - An introduction to and appropriate training in safeguarding issues if relevant.
  - An assessment of the volunteer's training needs.
- For Volunteers working at the IntaGR8 venue in Chapel Street, the Induction procedure will include the following elements:
  - Location of toilets
  - Location of Fire Exits and arrangements for fire evacuation
  - How volunteers can ensure safety of personal possessions
  - Details about when breaks are taken and the location of tea and coffee facilities.
  - Location of first aid box, identification of named first-aider, what to do in the event of an accident and use of the Accident Book
- IntaGR8 will keep a record of every volunteer's Induction Programme to show that their induction has been completed and by whom.

## **7. Training**

*IntaGR8 will ensure that volunteers have the skills they need to carry out their role safely and properly.*

*IntaGR8 will do what it can to help volunteers with their personal and professional development needs.*

### **7.1 Training Budget:-**

- IntaGR8 will ensure that money for volunteer training is included in project budgets and any funding bids.

### **7.2 Provision of Training:-**

- Each volunteer's individual training needs will be individually assessed during their Induction and IntaGR8 will remain responsive to training needs of volunteers as they emerge.
- Training programmes will depend upon the needs of each individual project, but every project or activity using volunteers will have a defined training programme to offer.
- The Organisation will support any individual who would like to use their time volunteering as part of work experience or an accredited qualification where it is practicable to do so.

## **8. Supervision and Support**

*All IntaGR8 volunteers will receive regular support and supervision through frequent contact with a named supervisor.*

*Volunteers will be encouraged to contribute towards the overall management and development of the Organisation.*

### **8.1 Contact and Supervision:-**

- All IntaGR8 volunteers will receive regular contact and supervision from a named member of staff.

- The level and type of contact with and supervision of volunteers will depend upon the project activity and/or project it is associated with and this will be defined in the role description and/or project induction materials.
- Every project or department within IntaGR8 will provide clear systems for volunteers to report any concerns they may have around health and safety, safeguarding, the quality of the service they provide and/or concerns around their own role.

## **8.2 Involvement in Organisation Management:-**

- IntaGR8 values the contribution of its volunteers towards the organisation's overall development. Volunteers will be fully involved in all assessments or evaluations of IntaGR8 and related project activity and will be encouraged to contribute towards service development at regular team meetings and/or annual review meetings.

## **8.3 Exit Interviews:-**

- When a volunteer leaves the project s/he will have a meeting with their staff contact or manager the purpose of this meeting will be to determine why the volunteer is leaving, whether or not they have enjoyed their role and any suggestions they may have about the management of the organisation and its volunteers. The results of this interview will be recorded and any negative comments responded to.

## **9. Expenses**

*IntaGR8 believes that no volunteer should pay money for helping others and will reimburse volunteers for all reasonable and agreed out of pocket expenses.*

### **9.1 Travel:-**

- The Organisation will reimburse volunteers for travel between home and the volunteering location.
- If the volunteer uses a car, they will be reimbursed for travel at a rate of 40p per mile.
- Where volunteers are car sharing, the vehicle owner/driver will claim for mileage.
- Parking fees will be reimbursed if evidence is provided. Parking tickets acquired during volunteering activities will not be paid by IntaGR8.
- All volunteers who are using their own vehicle for volunteering activity must notify their insurers accordingly.

### **9.2 Clothing and Equipment:-**

- Where a volunteer requires protecting clothing or equipment that is not routinely provided by IntaGR8, they will be reimbursed for its purchase as long as it has been approved by their Manager or Supervisor.
- Where a volunteer requires equipment that is particularly expensive (a disability aid for example), IntaGr8 will make every effort to work with the volunteer to find the funds needed for its purchase.

### **9.3 Meals:-**

- Volunteers will rarely be asked to volunteer for more than a few hours in the morning or afternoon, but in the event that an individual is volunteering over the course of a whole day,



- they will be reimbursed for the cost of a meal. As a general guideline, the cost of a meal and a drink should be no more than £5. IntaGR8 will not reimburse the cost of alcoholic beverages. Volunteers are encouraged to bring snacks and drinks to their placement. If buying these items proves to be a problem for a volunteer, they will be reimbursed for their purchase to a Maximum of £5.

#### 9.4 Childcare:-

- IntaGR8 may, depending on the project budget, be able to reimburse volunteers for the cost of childcare. Volunteers requiring this support should speak with their Manager or Supervisor

9.5 Expenses related to **Stationary, Stamps, Photocopying etc** will be reimbursed on receipt of evidence of expenditure.

#### 9.6 Payment Arrangements:-

- At their Induction, Volunteers will be provided with a standard Expenses Claim Form to record their mileage and out of pocket expenses.
- In order to receive payment for expenses, volunteers must keep all receipts including tickets for parking, bus tickets etc, and attach them to the Expenses Claim Form. *The Organisation will not reimburse money for any items where there is no receipt.*
- Timings and arrangements for payments will be clarified during volunteer Induction.
- IntaGR8 recognises that some volunteers may not have the funds to pay for items (travel, meals etc.) up front and/or may not be able to wait for payment. In these cases, the Volunteer should speak to their Manager or Supervisor who will make alternative arrangements.
- Where a volunteer may struggle with the Expenses procedure, s/he will be supported by their Manager or Supervisor to ensure that his or her expenses are paid in a timely manner.

Some volunteers do not like to claim expenses, feeling that they don't need them or that other people need the money more. However, in the interests of equality and fairness, and out of respect for those volunteers who cannot afford not to do so, IntaGR8 would strongly encourage all volunteers to claim their expenses.

## 10. Health and Safety

*IntaGR8 takes the Health and Safety of its volunteers very seriously and is committed to having appropriate and adequate arrangements in place to keep volunteers safe and well during Organisation activities.*

- All volunteers will be taken through the organisation's Health and Safety Policy and guidelines specific to their role during their Induction.  
IntaGR8 will provide training, supervision and support necessary and appropriate to each volunteer's role, skills and experience.
- Please refer to IntaGR8 CIC Health and Safety Policy for further details.

## 11. Insurance

*IntaGR8 believes that its volunteers should be insured for their volunteering role.*

- All volunteers will be covered by appropriate insurance.

## 12. Equality and Diversity

*IntaGR8 is committed to ensuring that anyone, regardless of background, ability or belief can enjoy volunteering with the Organisation.*

*IntaGR8 is committed to fair, responsible and effective policy and practice for recruiting and retaining people with a criminal record – either as paid employees or volunteers – based on a full assessment of the risks involved. In line with safeguarding policy*

*The Organisation expects all volunteers to show courtesy, consideration and respect in their dealings with others.*

- All policy and practice relating to volunteers will give due regard to equality, diversity and accessibility.
- IntaGR8 will make any reasonable adjustments to ensure that no volunteer experiences unnecessary barriers to participating in organisation activities.
- All volunteers will be encouraged to embrace the principles laid out in the IntaGR8 Equality and Diversity Policy.

## 13. Confidentiality

*IntaGR8 will respect the privacy and confidentiality of its volunteers.*

*All volunteers are required to understand and adhere to Organisation guidelines about confidentiality.*

- IntaGR8 will adhere to Data Protection legislation in the collection, use and storage of information about its volunteers.
- All volunteers will be informed of their rights under the Data Protection Act during the recruitment process.

All volunteers will be taken through the IntaGR8 and project Confidentiality Policies and processes as part of their Induction process.

## 14. Complaints and Performance Issues

*IntaGR8 will have a clear system in place to deal with volunteer complaints and with any concerns about an individual volunteer's conduct or performance.*

### 14.1 General Principles

- During their Induction, volunteers will be given clear guidance on what is and is not acceptable behaviour and how unacceptable behaviour will be dealt with. See Behaviour policy in place.
- Though IntaGR8 will do its best to deal with any problems or concerns an individual volunteer may have through supervision and general support, it recognises that sometimes these systems can fail and that a more formal process is needed to deal with them.
- Where a volunteer has a concern about how they have been managed or supported or with their role generally, and this has not been resolved to their satisfaction through regular contact and supervision, they will be encouraged to follow the IntaGR8 Complaints Procedure.
- Where there are concerns that a volunteer has not been performing their role adequately or where there have been complaints about the conduct or actions of a volunteers, and where these cannot be resolved through supervision, IntaGR8 will follow the processes laid out in its disciplinary process.

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## **14.2 Process where a volunteer's performance or conduct has been unsatisfactory**

- The volunteer's Manager or Supervisor will discuss any issues around conduct or performance with the volunteer during a supervision session and agree with the volunteer any actions that need to be taken to address the concerns raised.
- If poor performance persists and/or it is clear that the volunteer is not suitable for a particular volunteering role, their Manager or Supervisor will have a formal meeting with them and explain why they can no longer continue in their current role.
- Wherever possible, the volunteer will be offered alternative volunteering roles that may be more suitable to their skills and abilities or will be signposted through the Volunteer Centre to other organisations who may be seeking volunteers.

- In the case of serious misconduct as defined by organisational confidentiality, data protection, equality and diversity, health and safety and safeguarding policies, the volunteer’s activity will be suspended immediately while their Supervisor or Manager can investigate.
- If it is clear that the conduct of the volunteer warrants an immediate end to their role, their Supervisor or Manager will meet with them and clearly explain the grounds for this decision.

### 14.3 Safeguarding Issues

If issues arise with regards to volunteers and the safety of vulnerable individuals, these will be dealt with in line with organisational safeguarding policies.

### 14.4 Appeal

If a volunteer wishes to appeal any decision made, they may do so using the processes outlined in the IntaGR8 Complaints Policy.

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