

Volunteer Policy

Reviewed: May 2021
Next Review: June 2022
Managed by: Development Manager

Volunteer Policy

Volunteer statement

The Disability Resource Centre is a user-led charity. We have been working with disabled people since 1994 and provide a range of free services empowering people of all ages who are affected by disability or health conditions to fulfil their potential and aspirations. We help disabled people, carers and families across Bedfordshire, Luton and surrounding areas.

The Disability Resource Centre offers various volunteering opportunities across the organisation, with the aim of delivering the best possible experience to our service users. The organisation is committed to providing appropriate training and support to enable volunteers to gain experience, confidence and new skills whilst giving back to their local community.

1. Recruitment

- 1.1 The Organisation will use appropriate means to advertise for volunteers locally that take into account the principles of Disability Confident and our Equal and Diversity Policy.
- 1.2 The applicant will be sent a volunteering pack. This will consist of a Volunteer Letter or email, a Volunteer Statement, Role Descriptions for available opportunities and an Application Form.
- 1.3 The applicant will have to complete an application form, but help can be given with this if necessary.
- 1.4 The applicant will be contacted within 10 working days to arrange an interview.
- 1.5 The applicant will be interviewed by the appropriate Team Leader. The manager will seek to establish what skills the applicant can bring to the team and what they seek to gain from volunteering with the DRC.
- 1.6 The manager will seek to match the volunteer with an appropriate volunteering role.
- 1.7 The manager will contact the applicant within 10 working days to inform them whether they were successful and if so, what role they are being offered.
- 1.8 The Disability Resource Centre will request a reference from two nominated referees.
- 1.9 A criminal records check with the Disclosure and Barring Services (DBS) will be made where it is appropriate.

2. Induction and training

2.1 There will be an induction prepared and delivered by the line manager.

This will include:

- The role of the volunteer.
- A list of all staff members and volunteers.
- A list of Board of Trustee members and sub-committees.
- Copies of all the relevant policies including, this Volunteer Policy, Confidentiality, Health and Safety, Equality & Diversity Policies and the Code of Conduct.
- A volunteer handbook containing essential procedures including timekeeping, rota, absence, dress code etc.
- Induction training and details of ongoing training.
- Information about the relevant Code of Practice.
- Other information as appropriate.
- Mandatory training including safeguarding, prevent, data protection and disability awareness

All resources will be accessible and available.

There will be a trial period of 4 weeks to give the organisation and the volunteer time to discover if they are suited to each other and review:

- How the volunteer feels they are doing.
- What the volunteer has enjoyed.
- What the volunteer would like to do more of.
- Skills the volunteer has developed.
- Skills the volunteer wishes to develop.
- Plans for further training.
- Any suggestions for improvement of the volunteering experience.
- Any questions or queries the volunteer has.
- Any issues that have arisen.

3. Expenses

3.1 The organisation values volunteers and wants to ensure that there are no barriers to volunteer involvement. Travel expenses will be reimbursed with the agreement of your line manager. In order to claim expenses, an expenses form must be completed and given to the line manager to sign. The line manager will then submit the expenses form to the Finance Team to be processed.

- 3.2 Regular payments of expenses must be paid via BACS.
- 3.3 Any issues with this should be raised with the line manager.

4. Support

- 4.1 Volunteers will receive support from other volunteers, staff and their line manager.
- 4.2 After the 4-week trial period the appropriate manager will continue to have regular meetings with the volunteers to review goals and determine whether more support is necessary.
- 5.2 Training will be available to support all aspects of the role.
- 6.2 A 1-2-1 meeting will take place with the line manager between 4-12 weeks depending on support needs.

5. Insurance

- 5.1 The organisation has a valid insurance policy that covers volunteers which can be produced on request.

6. Confidentiality

- 6.1 This organisation's process requires an explicit confidentiality policy, which all workers which includes The Board of Trustees, volunteers, and staff, are obliged to observe. The volunteer is also obliged to sign the Disability Resource Centre's Confidentiality Statement.

7. Resolving problems

- 7.1 The relationship between the organisation and its volunteer workers is entirely voluntary and does not imply any contract. However, it is important that the organisation is able to maintain its agreed standards of service to the clients who use it. The organisation expects all volunteers to comply with the Code of Conduct, in particular relating to; Equality, Safeguarding, Health & Safety and Anti-Terrorism. It is also important that volunteers should enjoy making their contribution to this service.

- 7.2 If the volunteer's work does not meet with the organisation's standards, or if the volunteer is dissatisfied with any aspect of their work, the procedure set out below will be followed.
- Initially there will be a meeting with the team leader to discuss the concerns.
 - If this does not resolve the concern then a meeting with the Manager will follow.
 - If the volunteer's work still does not meet with the organisation's standards or the organisation's grievance cannot be resolved then it will not be appropriate to continue volunteering with the organisation.
 - At all times, the volunteer will be able to freely state their case and can have a friend to accompany them.

8. Monitoring and review of the policy

- 8.1 This policy is reviewed every 3 years by the Personnel Committee.
- 8.2 The organisation will monitor the development and application of good practice to ensure that this policy and all Volunteer procedures are achieving their stated objectives.

This policy does not form part of any contract of employment and it may be amended at any time. The organisation may also vary the procedures set out in this policy, as appropriate.