

ValueYou Volunteer Policy

To be considered in partnership with the volunteer agreement and volunteer handbook.

Approved: March 2017

Review date: April 2018

Recruitment

We will use appropriate means to advertise for volunteers locally that take into account the principles of our Equal Opportunities and Diversity Policies. The applicant will have to complete an application form, but help can be given with this if necessary. The applicant will be interviewed by the *Chief Executive (or an individual to which they delegate the task)* and if this is successful the applicant will need to provide two references.

A risk assessment of each voluntary role will be undertaken to decide whether a criminal records check is required.

Induction and Training

There will be an induction prepared and delivered by the *Chief Executive (or an individual to which they delegate the task)*. This will include:

- The role of the volunteer
- Copies of all the relevant policies
- Induction training and details of ongoing training
- Other information as appropriate.

There will be a trial period of 3 months to give the organisation and the volunteer time to discover if they are suited to each other. A review will be made midway through the trial period and also at the end.

Expenses

We value our volunteers and want to ensure that there are no barriers to volunteer involvement. As such we will reimburse for travel expenses and up to £6.00 a session of volunteering for subsistence where that session lasts 4 hours or more. Where a session lasts more than 2 hours but less than 4 expenses can be claimed up to £3.00. In order to claim expenses, an expenses form must be completed and given to the Chief Executive along with receipts. Expenses forms will be made available by the Chief Executive.

Membership of ValueYou Scheme

Volunteers for ValueYou will be able to receive a discount card from ValueYou after completing 20 hours of volunteering for ValueYou. This should be requested from the Chief Executive..

Support

The *Chief Executive* and other volunteers will offer support to the volunteers. The Chief Executive will meet with volunteers at least once a month to discuss their work and any problems or issues that may arise.

Insurance

The organisation has a valid insurance policy which volunteers are advised to read. A copy can be supplied upon request.

Confidentiality

Volunteers may have access to confidential information including but not limited to the personal details of business owners and volunteers. Volunteers are expected to maintain confidentiality of any such information, to assume any information received in their role is confidential (and to seek verification of this assumption when unsure) and to observe the principles of the data protection act.

Resolving Problems

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, and it is also important that volunteers should enjoy making their contribution to this service.

If a volunteer does not meet with the organisation's standards, here is how it will be dealt with:

1. Initially with a meeting with the *Chief Executive* who will explain the concerns.
2. If this does not resolve the concern then a further meeting with Chief Executive.
3. If the work of the volunteer still does not meet with our standards then we shall have to stop using their services.

At all times they will be able to freely state their case and can have a friend to accompany them.

If they are dissatisfied with any aspect of their work they should:

1. Initially explain their dissatisfaction to the Chief Executive in person or in writing
2. If that does not resolve the concern then they may contact in writing the Chair of ValueYou who will determine how best to respond to your concern (e.g. a meeting or in writing).
3. If after this, their dissatisfaction remains unresolved, and we are unable to resolve it, then it would be inappropriate for them to continue to be a volunteer.

This Volunteer policy is freely accessible to all. It will be reviewed on a yearly basis to adapt or improve it.