Artish Huddersfield CIC

VOLUNTEER POLICY

Policy Created: 20th March 2023

Review Date: March 2026

INTRODUCTION

Artish Huddersfield CIC recognises and values the important contribution volunteers make to the organisation and is committed to demonstrating good practice in volunteer management. We recognise the mutual benefits of working with volunteers and this document outlines our approach and the procedures we will put in place to ensure a high-quality experience for volunteers.

AIMS OF THE VOLUNTEER POLICY

- To outline how **Artish Huddersfield CIC** will recruit, manage and support Volunteers following national guidelines and best practice.
- To ensure all staff are aware and follow are systems and procedures in relation to volunteer management.

WHAT IS AN Artish Huddersfield CIC VOLUNTEER?

Artish Huddersfield CIC Volunteer is defined as someone who, unpaid and of their own free will, contributes their time, energy and skills to the benefit of the organisation. Artish Huddersfield CIC has a commitment to celebrating the involvement and achievements of all our volunteers. We recognise that volunteers can bring new ideas, skills, enthusiasm and a different perspective to our work. The policy is intended to outline our expectations; it does not constitute any form of contract between the volunteer and **Artish Huddersfield CIC**.

OUR COMMITMENT TO VOLUNTEERS

We are committed to offering safe, enjoyable and rewarding volunteering experiences, which are supervised and resourced appropriately. Where possible, we will tailor the role to meet the particular needs of the volunteer. There will be a transparent process for recruiting and managing Volunteers. We will develop Volunteer role descriptions to enable potential volunteers to understand the volunteer opportunity and decide if it is appropriate for them. Volunteers will be supported by a comprehensive induction and training programme and regular reviews. At the end of the volunteering opportunity Volunteers will be given support with moving on, such as a job reference or referral to other programmes/ services where appropriate.

Artish Huddersfield CIC VOLUNTEER ROLES

Volunteer roles will be reviewed on a regular basis to ensure they are appropriate and reflect tasks carried out. Any new Volunteer roles will be assessed to ensure they do not replicate a paid role and checked against the definition of regulated activity to assess if the role requires a DBS disclosure.

Volunteer roles will be developed for particular projects, where appropriate. Any new role descriptions will be checked by Diane Barker to ensure they are suitable tasks for volunteers.

RELATIONSHIP WITH PAID STAFF

Volunteers do not replace paid staff; they complement and support their work as part of a cohesive team. Volunteers will not be used to replace someone who has previously been paid to carry out a particular role, nor where agency staff would normally be employed. Responsibility for managing volunteers will be included in staff job descriptions where appropriate.

EQUAL OPPORTUNITIES

Artish Huddersfield CIC recognises that many people are discriminated against and will take positive action against discrimination in our areas of concern. We aim to ensure that no individual, including our Volunteers, are discriminated against, as outlined in our Equality and Diversity Policy.

Race, colour, nationality, ethnic or national origin, gender, by being a lesbian or a gay man, marital status, caring responsibilities, age, physical disability, learning difficulty, mental ill health, religion, lack of formal qualifications, class, employment status, unrelated criminal conviction, or by conditions or requirements which cannot be shown to be justifiable within the context of our Policy.

As an organisation we are committed to making volunteering opportunities accessible through a fair and transparent recruitment process and supportive volunteer management. We will make reasonable adjustments to ensure our volunteering opportunities are open to those with additional needs and we will promote our volunteering opportunities through a broad range of channels.

All new volunteers will be given training on our Equality and Diversity Policy, and will be expected to adhere to the principles contained in the policy.

Volunteer Recruitment

We will have a fair and clear recruitment process and ensure there is no unexplained delay at each stage of the process. Any Volunteers who are unsuccessful will be provided with clear feedback and signposted to more suitable volunteer roles or activity (such as a pre-volunteering course).

Stage 1 - Volunteer Advert with contact name, telephone no. and email.

Stage 2 - Those registering an interest are sent the Volunteer Role Description and Application Form, assistance in completing the form is offered. If there is a closing date for applications this is made clear at this stage.

Stage 3 - Those applications which are deemed suitable are invited in for an informal chat. If not suitable then feedback is given.

Stage 4 - References followed up and DBS check dependent on role

Stage 4 - Feedback /Offers given and start date confirmed. Role initially for 1 month

Stage 5 - Induction

Stage 6 - Role specific Training

Stage 7 - One month review/ feedback. Confirmation if role is to continue and individual support meeting booked.

SUPPORT AND SUPERVISION

Artish Huddersfield CIC recognises the importance of supporting Volunteers so that they feel valued, motivated and able to develop in their role. Support will be provided in a variety of ways -through structured sessions and more informally, in peer groups and on a one to one basis.

All volunteers will have a regular one to one session with their supervising member of staff and more focused 6 monthly reviews. These sessions will be an opportunity for the volunteer to talk about how their volunteering is progressing, address any problems or concerns and look at future areas of development.

CONFIDENTIALITY, DATA PROTECTION AND COPYRIGHT

Volunteers' personal records will contain only relevant data required to enable them to Volunteer safely with is. Any information given in confidence will only be used for the purpose for which it was given and will not be disclosed to others within or outside the organisation without the informed consent of the individual concerned. Volunteers' personal records will be stored securely and access restricted to the individual concerned and another appropriate member of staff within the organisation. Once Volunteers leave, their personal records will be destroyed in line with our GDPR retention schedule.

Volunteers should not speak to the press or communicate with any other media on matters that directly relate to the affairs of the organisation without prior consultation with an appropriate member of staff.

Artish Huddersfield CIC will retain copyright of any creative work carried out by a Volunteer whilst volunteering with us (for example, taking a photograph or designing a poster).

VOLUNTEER INDUCTION AND TRAINING

All volunteers will receive an induction which will include safeguarding, equality and diversity, health and safety, confidentiality, problem solving. Training will be delivered related to the specific role/tasks and dependent on the needs and skills of the Volunteer.

VOLUNTEER EXPENSES

Artish Huddersfield CIC strongly believes that no one should be out of pocket through volunteering and encourages all volunteers to claim their out of pocket expenses We will offer travel expenses for Volunteers travelling from within Kirklees (equivalent to 45p per mile, bus fare or second class rail fare) and car parking for Huddersfield town centre when Volunteering at our office. Travel expenses will be offered from home (if in Kirklees) to the office or outreach venue. Reimbursement of taxi fares are based

on the discretion of the **Artish Huddersfield CIC** (for example, if a Volunteer had additional needs which prevented them from using public transport). Diane Barker will have a designated budget so all Volunteer expenses are accounted for. Volunteers will be required to complete an expenses form and submit relevant receipts. Where possible, expenses will be reimbursed the same day via a petty cash system.

INSURANCE

Volunteers will be covered by **Artish Huddersfield CIC** insurance to carry out agreed voluntary tasks when adhering to **Artish Huddersfield CIC** policies and procedures. Volunteers are covered by **Artish Huddersfield CIC** Employers Liability Insurance and their legal liability to third parties for bodily injury or property damage.

HEALTH & SAFETY

Volunteers will be appropriately supervised and volunteer activity will be risk assessed in line with the obligations of the Health and Safety at Work Act 1974 and **Artish Huddersfield CIC** Health and Safety Policy. Volunteers with additional needs may require a personal risk assessment for their role to ensure we put in place any specific health and safety measures. We will request emergency contact details and information regarding medical conditions from all our Volunteers. The Volunteer induction will include training on safe working practices and lone working guidelines and we will ensure Volunteers understand their own responsibilities with regard to keeping themselves and others safe.

YOUNG PEOPLE AND VOLUNTEERING

Each Volunteer role will be assessed as to whether it is appropriate for a Volunteer under the age of 18 years old to carry out. Volunteers under 18 years old will need to be supervised at all times whilst volunteering. Any Volunteer under the age of 16 years will require parent/guardian written consent and an additional risk assessment and age appropriate induction process. We will also be required to completed a Kirklees Council child work permit where appropriate for any child volunteering with us of school age.

PROBLEM SOLVING

We will request all Volunteers to read and discuss our 'Expectations' which outlines our expectations of Volunteers and what support our Volunteers can expect from us. It will also explain how to raise any issues or make a complaint. The 'Expectations' document also explains that we expect a Volunteer to let us know if they are unable to volunteer, or wish to leave the volunteer role. We will provide an opportunity for Volunteers to express concerns, issues and suggest improvements informally and formally through our Volunteer support meetings, and reviews. The Volunteer's Supervisor will be the first point of contact regarding reporting any problems that a Volunteer may encounter, but there will also be an alternative contact should it be required.

If problems cannot be settled informally, a formal problem solving process will be followed involving written records with agreed actions. Ultimately a Volunteer may be asked to leave if the issue is serious and cannot be resolved; this decision would be made by the Directors of **Artish Huddersfield CIC**.

If a Volunteer makes a complaint about a member of staff then the **Artish Huddersfield CIC** Complaints procedures will be followed as outlined in the **Artish Huddersfield CIC** Complaints Policy.

VOLUNTEER RECOGNITION

We will demonstrate that our Volunteers are valued and give them recognition for their important role in the following ways:

- Saying 'thank you' to them at the end of each Volunteering session
- Inviting them to thank you events and staff social events
- Acknowledging their contribution at staff and board meetings where appropriate
- Inviting them to contribute ideas to team planning where appropriate
- Presenting them with personal thank you cards during Volunteers Week

This is to certify that the Volunteer Policy has been agreed and passed by the directors

Signed:  Dated: 20th March 2023

Name (please print): D P Barker

Position in organisation: Director

Review Date:

- March 2024 - No changes
- March 2025 - No changes
- March 2026 - No changes
- March 2027 -
- March 2028 -