



Making holidays accessible

## Volunteering Policy

### Introduction

This policy sets out the broad principles for voluntary involvement in Lyneal Trust. It is of relevance to all within the organisation, including volunteers, staff, members, and those elected or appointed to positions of responsibility. This policy is endorsed by the Board of Trustees and will be reviewed periodically, to ensure that it remains appropriate to the needs of the Trust and its volunteers.

### Commitment

The Trust acknowledges that volunteers contribute in many ways, that their contribution is unique and that volunteering can benefit users of services, officers, local communities and the volunteers themselves. The Trust values the contribution made by volunteers and is committed to involving volunteers in appropriate positions and in ways which are encouraging, supportive and which develop volunteering.

The Trust recognises its responsibility to arrange its volunteering efficiently and sensitively so that the valuable gift of the volunteer's time is best used to the mutual advantage of all concerned.

### The Trust

Volunteering is an important expression of citizenship as well as an important component of democracy. Volunteers are people who are, unpaid and of their own free will, contribute their time, energy, skills and own resources to benefit the community.

### Statement of Values and Principles

Volunteering is a legitimate and crucial activity that is supported and encouraged by the Trust and is not intended to be a substitute for trustees or officers.

The volunteer role is a gift relationship, binding only in honour, trust and mutual understanding. No enforceable obligation, contractual or otherwise, can be imposed on volunteers to attend, give or be set a minimum amount of time to carry out the tasks involved in their voluntary activity. Likewise, the organisation cannot be compelled to provide either regular tasks, payment or other benefit for any activity undertaken by the volunteer.

Although volunteers offer time freely and willingly without binding obligation, there is a presumption of mutual support and reliability. Reciprocal expectations are acknowledged – both of what the organisation expects of volunteers and what volunteers expect of the organisation.

### Volunteer Co-ordination

All volunteers will have a nominated volunteer to offer guidance and advice to help the volunteer carry out tasks effectively. Volunteers will be informed of who to contact to receive support and supervision.

The nominated post holder with overall responsibility for the development of voluntary activities within the Trust is the Trustee holding the Personnel and Training Portfolio assisted by the Volunteer Coordinator. These people are responsible for the management and welfare of the Trust's volunteers

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## **Recruitment and Selection**

The Trust is committed to equal opportunities and believes that volunteering should be open to all regardless of race, gender, age, religion, sexual orientation, political beliefs or offending background that does not create a risk to vulnerable groups including children. The acceptance of volunteer assistance for a particular role is made on merit, the sole selection criterion being the individual's suitability to carry out agreed tasks. Information about the volunteer not relevant to the performance of the volunteering tasks concerned will be disregarded by the Trust in terms of recruitment and selection.

Volunteering opportunities will be widely promoted in ways that makes them accessible to all members of the community.

Volunteers who are considered unsuitable for a particular task may be offered alternative voluntary involvement with the Trust.

All volunteers will be asked to produce two references and will be invited to attend an informal interview.

New volunteers will be properly inducted into the Trust.

Volunteers will be properly briefed about the activities to be undertaken and given all the necessary information to enable them to perform with confidence.

## **Training and Development**

All volunteers will be made aware of and have access to all the Trust's relevant policies, specifically those relating to volunteering, health & safety and equal opportunities.

The development of training and support for volunteers is a high priority for the Trust in order to equip them with the necessary information and skills to carry out their tasks. It will be the responsibility of the designated persons referred to above to see that this training is provided. It is the responsibility of the volunteer to attend relevant training.

Training in the supervision of volunteers will be provided for all those who have direct responsibility for volunteers.

## **Support, Supervision and Recognition**

Volunteers will have a named person to whom they can take their volunteering concerns and seek guidance and support.

Volunteers will have access to regular support and supervision. This will enable both the volunteer and the supervisor to identify, monitor and evaluate the volunteer's involvement, recognise achievements and identify individual training needs, including that relevant to their particular volunteering role and to their wider personal development. The frequency, duration and format of these sessions will be negotiated between the volunteer and the designated officer referred to above.

Volunteers will be given the opportunity, where relevant, to share their views and opinions with the Trust's trustees and officers at appropriate meetings etc.

A process is in place to give formal recognition of the contribution of the Trust's volunteers (e.g. internal awards, articles in newspapers and newsletters, thank you letters etc.) or outline any existing process.

## **Expenses**

The Trust recognises that the reimbursement of reasonable out of pocket expenses when volunteers are involved in any activities requested by the Trust is important from an equal opportunities point of view. This is necessary to ensure that all individuals have access to voluntary opportunities.

The organisation has a consistent approach to the reimbursement of expenses which are the same for volunteers, trustees and officers.

It is the responsibility of the designated Trustee referred to above to make volunteers aware of the adopted policy and procedure for the reimbursement of expenses.

## **Insurance**

The Trust's liability insurance policies include the activities of volunteers and liability towards them.

The Trust does not insure the volunteer's personal possessions against loss or damage

## **Confidentiality**

The Trust will advise the volunteer on its confidentiality policy and procedures, where relevant. This would include those relating to personal information held by the organisation relating to the volunteer.

### **Settling Differences**

The Trust aims to treat all volunteers fairly, objectively and consistently. The Trust seeks to ensure that volunteers' views are heard, noted and acted upon promptly and aim for a positive and amicable solution based on the Trust's guidelines for settling differences.

The designated Trustee referred to above is responsible for handling problems regarding volunteer complaints or conduct and these should be referred to him/her. In the event of a problem, all relevant facts should be obtained as quickly as possible. Support will be provided by the Trust to the volunteer while it endeavours to resolve the problem in an informal manner. If an informal resolution proves impossible, the Trust's wider grievance or complaints policies and procedures (which include volunteers) will be referred to. If a volunteer's behaviour is repeatedly or seriously unacceptable, they may be asked to change their role, or to leave the Trust.

### **Rights and Responsibilities**

The Trust recognises the rights of volunteers to:

- Know what is (and what is not) expected of them.
- Have adequate support in their volunteering.
- Receive appreciation.
- Volunteer in a safe environment.
- Be insured.
- Know their rights and responsibilities if something goes wrong.
- Receive relevant out-of-pocket expenses.
- Receive appropriate training.
- Be free from discrimination.
- Be offered the opportunity for personal development.

The Trust expects volunteers to:

- Be reliable.
- Be honest.
- Respect confidentiality.
- Make the most of training and support opportunities.
- Conduct themselves at all times in a way that reflects the aims and values of the Trust.