



VOLUNTEERS and LEARNERS POLICY

STATEMENT OF GENERAL POLICY

- People and Work promotes best practice throughout its organisation and works to ensure a consistent approach to the management and support of volunteers and learners
- People and Work 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 the individual and also develop volunteering
- People and Work encourages an atmosphere where volunteering is a fulfilling, productive and positive experience and where everyone feels able to participate and contribute
- People and Work is committed to equal opportunities and believes that volunteering should be open to all regardless of race, gender, 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.
- People and Work is firmly committed to cultural diversity in all its work and is committed to help ensure fairness and consistency when involving a diverse group of people.
- People and Work 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
- Volunteering is a legitimate and crucial activity that is supported and encouraged by People and Work but is not intended to be a substitute for paid employment. The role of volunteers complements but does not at any time replace the role of paid staff

- This policy is of relevance to all within the organisation, including volunteers, learners, staff, the Director and Board members. Appropriate steps will be taken to ensure that paid staff and Board members are clear about the role of volunteers, and to foster good working relationships between paid staff and volunteers
- This policy will be reviewed annually to ensure that it remains appropriate to the needs of People and Work and its volunteers.

RECRUITMENT CHECK LIST

People and Work will:

- welcome all prospective volunteers and learners and ensure that the selection process for volunteers and learners avoids unfair discrimination
- interview all volunteers and learners and take up appropriate references
- ask a prospective volunteer to undergo a DBS check (enhanced with list checks) if he or she may be working with children or other vulnerable groups. (Under the provisions of the Rehabilitation of Offenders Act 1974 and the Exceptions Order 2013, 'protected' convictions, such as minor cautions and convictions cannot be taken into account by the company, but all specified serious violent or sexual offences relevant to the safeguarding of children or vulnerable adults, and any convictions resulting in a gaol sentence will be disclosed in any DBS check).
- Information about the volunteer not relevant to the performance of the volunteering tasks concerned will be disregarded by the organisation in terms of recruitment and selection

All volunteers and learners will be:

- provided with the necessary induction, training and assistance to enable them to meet their goals and/or responsibilities with confidence
- Provided with a clear and concise task description, which will be periodically reviewed. The task description will be prepared in conjunction with the volunteer and a designated person within the company
- given ongoing support and supervision from the designated person within the company, to whom they can take any concerns

- will be made aware of, and have access to, all the company's relevant policies, including those relating to volunteering, health & safety, safeguarding vulnerable groups and equal opportunities
- paid reasonable out of pocket expenses
- treated with respect and be free from discrimination
- encouraged to comment on how their tasks, learning and development may be improved and offered ongoing training if required
- given a safe working environment and not be expected to carry out lone working
- given assurances that any personal information they provide will be kept securely. No personal details will be passed on without the consent of the volunteer, unless the company is legally obliged to do so
- covered by the company's liability insurance policies for their activities and liabilities (however the company does not insure any volunteer's personal possessions against loss or damage)
- given the right to complain if they feel they have been treated unfairly. (Any problems should be addressed to the designated person, who will ensure that all relevant facts are obtained as quickly as possible and that the volunteer is fairly treated throughout. The company will try to resolve the problem in an informal manner. If an informal resolution proves impossible, the company's grievance procedure will be followed).
- treated fairly if a complaint is made against them

It will be expected that volunteers and learners:

- will carry out their agreed duties and tasks to the best of their ability
- will work with agreed policies, codes of practice and guidelines as explained during the induction process
- respect the work of the company and not bring it into disrepute
- will be honest and reliable
- will treat with respect and lack of discrimination all work colleagues, other volunteers and learners, members of the general public and individuals from other organisations with whom they may be working

- will attend training and support sessions where agreed
- will maintain matters of confidentiality

Volunteers who use their own car will be asked to produce a copy of their driving licence and insurance document. They should ask for 'volunteering' to be included in their 'leisure use' insurance premium. Annual checks of licences and insurance cover will be carried out.

Please be aware that, in the event of a volunteer's behaviour being repeatedly or seriously unacceptable, and this situation not being resolvable by ongoing help, support and training, they may be asked to change their role, or to leave the company.

(This policy should be read in conjunction with People and Work's employees' Code of Conduct, Health and Safety Policy: Disciplinary and Grievance Procedures: Child Protection Policy: Equal Opportunities Policy: Human Rights Policy: Data Protection Policy: Working with Vulnerable People Policy)