



Knighton & District Community Centre (KDCC) Volunteering Policy

Date Adopted	last Reviewed	Next Review Date
October 2017 (CA)	October 2023 (AE & PB)	October 2025

Introduction:

This policy sets out the broad principles for voluntary involvement in Knighton and District Community Centre (KDCC). 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 Committee (2017) to ensure that it remains appropriate to the needs of KDCC and its volunteers it will be reviewed every two years,

Definition:

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

Commitment:

KDCC acknowledges that volunteers contribute in many ways, that their contribution is unique, and that volunteering can benefit users of services, staff, local communities and the volunteers themselves. KDCC 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.

KDCC 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.

Statement of values and principles:

Volunteering is a legitimate and crucial activity that is supported and encouraged by KDCC and is not intended to be a substitute for paid employment. The role of volunteers complements but does not replace the role of paid staff.

Appropriate steps will be taken to ensure that paid staff are clear about the role of volunteers, and to foster good working relationships between paid staff and volunteers.

Volunteers will not be used during times of industrial action to do the work of paid staff.

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.

Recruitment & Selection:

KDCC 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. 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.

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

Volunteers who are considered unsuitable for a particular task will either be offered alternative voluntary involvement with the organisation or referred to the nearest Volunteer Centre.

All volunteers will be asked to complete an application form & two references will be requested; role dependent candidates will be invited to attend an informal interview. If the volunteer will be carrying out activities with vulnerable groups (children and/or adults) they will be asked to undergo an enhanced Disclosure and Barring Services (DBS) check. More detailed information will be made available specific to legislative requirements and to the volunteer position.

Volunteers will have clear and concise role descriptions, which will be subsequently reviewed every 12 months. The role description will be prepared in conjunction by the designated Volunteer Coordinator referred to above.

New volunteers will be properly inducted into the organisation by the designated two people referred to above.

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

Volunteer Coordination

All volunteers will be supported by either the *Volunteer Coordinator or Hub Coordinator*, and in most cases have a nominated member of staff or experienced volunteer to offer guidance, support and advice to help them carry out tasks effectively. Volunteers will be informed of who to contact to receive support, advice and (role dependent) supervision.

The nominated post holders with overall responsibility for the development of voluntary activities within the organisation are KDCC Volunteer Coordinator and KDCC Hub Coordinator. These two people are responsible for the management and welfare of the organisation's volunteers.

Training & Development:

All volunteers will be made aware of and have access to all the organisation's relevant policies, including those relating to volunteering, health & safety, safeguarding vulnerable groups and equal opportunities.

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

Support, Supervision and Recognition:

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

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

Where deemed appropriate 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 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 worker / volunteer referred to above.

Volunteers will be given the opportunity, where relevant, to share their views and opinions with the organisation's wider staff, at staff meetings etc.

A process will be developed in order to give formal recognition of the contribution of the organisation's volunteers (e.g. internal awards, articles in newspapers and newsletters, annual events, thank you letters etc.) or outline any existing process.

Expenses:

KDCC recognises that the reimbursement of expenses incurred in travelling to and from the place of volunteering or while volunteering is important from an equal opportunities point of view. This is necessary to ensure that all individuals have access to voluntary opportunities.

The organisation's volunteers can claim reasonable out of pocket travel expenses, subject to the production of receipts as evidence of the expenditure. What can be reclaimed from the organisation and the calculation of travel expenses will be explained to the volunteer before they start any activity likely to give rise to expenses.

The organisation has a consistent approach to the reimbursement of travel expenses which are the same for volunteers, staff, etc. and are as approved by the Inland Revenue.

It is the responsibility of the designated two people referred to above to make volunteers aware of the procedure for the reimbursement of travel expenses.

Insurance:

The organisation's liability insurance policies include the activities of volunteers and liability towards them. All documentation needed for insurance purposes (role descriptions and risk assessments) will be updated annually, & volunteers needed to be trained for the role they are fulfilling.

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

Confidentiality:

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

The two, designated people referred to above are 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 organisation to the volunteer while it endeavours to resolve the problem in an informal manner. If an informal resolution proves impossible, the organisation'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 organisation.

Rights and Responsibilities:

The organisation recognises the rights of volunteers to:

- Know what is (and what is not) expected of them
- Receive adequate support in their volunteering
- If role appropriate receive monthly support
- 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 organisation expects volunteers to:

- Be reliable
- Be honest
- Respect & maintain confidentiality
- Attend training and support opportunities
- Carry out tasks in a way that reflects the aims and values of the organisation
- Carry out tasks within agreed guidelines
- Respect the work of the organisation and not bring it into disrepute
- Work within and comply with the organisation's policies.

**Adapted from WCVA Model Volunteering Policy CA 2017*

**Reviewed and updated 14/10/2023 by PB & AE*