

## **19.0 Volunteer Policy**

The purpose of this policy is to set out how The Lloyd Park Children's Charity values and works with volunteers.

The Lloyd Park Children's Charity recognises and values the positive contribution made by volunteers to the work of the charity. The Charity also recognises the benefits of volunteering for members of the local community. The Lloyd Park Children's Charity Volunteer Policy defines the term and sets out the principles, practices and procedures which the Charity operates in the appointment, management and inclusion of volunteers. All volunteers for the organisation are subject to the adopted policies and procedures.

### **Definition**

Volunteers are individuals who provide their experience, knowledge and skills to an organisation, free of charge, with the aim of helping the organisation to achieve its objectives and/or bringing some benefit to the local community. In this sense, volunteers are different to students on work placements where the aim is usually for the student to obtain certain work experience or to carry out work or research in certain areas. The Lloyd Park Children's Charity is committed to supporting parents back to work and, where possible, will provide opportunities to parents wishing to volunteer in order to gain experience to enter work or further training.

### **Recruitment of volunteers**

In appointing volunteers, The Lloyd Park Children's Charity will adhere to the following principles:

### **Application**

All prospective volunteers will be given a volunteer application pack containing:

- A task sheet outlining the potential tasks and activities volunteers can get involved with
- An application form
- Information about The Lloyd Park Children's Charity (including our vision

- and values).
- Volunteer Policy Document.

Upon receiving the completed application form prospective volunteers will be invited for a discussion with a senior member of staff for the charity. During the meeting potential volunteers will be able to provide some information about their experiences to date, the roles they are interested in and their availability. Volunteers will be provided with sufficient information to allow them to make an informed decision about whether to undertake voluntary work for the Charity or not. At this discussion the Charity staff member will also assess whether the prospective volunteer has the right qualities to work as part of a team, including good communication skills, ability to work in a non-judgemental way and work on their own or as part of a team. Also an exit plan for when the volunteer's skills or services are no longer needed.

### **Disclosure Barring Service- (DBS)**

Prior to commencing their placement with the charity, successful volunteers must provide two suitable referees, (referees must not be related to the applicant), that we will make contact with. These references will need to attest to their character and suitability for the position. A DBS form must have been submitted, unless the volunteer already has a DBS registration number. There is a charge for this initial DBS which will be refunded. Should you register with the update service there is a yearly subscription which you will need to maintain.

### **Induction**

Prior to commencing their placement with the charity, each successful volunteer will receive an induction to the organisation and be allocated to a particular staff member who will supervise the volunteer throughout the duration of their placement. The staff member's responsibilities will include ensuring that the volunteer receives:

- regular support sessions
- feedback on their contribution
- Adequate, support, equipment and services to perform their tasks effectively.

Training will be provided when needed/appropriate for the volunteer role.

## **Insurance**

Volunteers will be covered by the Charity's insurance policy. Any volunteer using their own car whilst on official business must ensure that their own motor insurance policy covers this activity. A copy of this insurance document should also be handed to the Volunteer Co-ordinator for confirmation prior to the car being used.

## **Complaints**

Volunteers will receive regular support. If they are unhappy about an aspect of their placement, they should discuss this with their allocated staff member where necessary.

Should any volunteer have the need to complain, the Charity's complaints procedure needs to be followed.

## **Safeguarding**

The safety of the children supported by the Charity is of paramount importance. This policy runs alongside the Charity's Safeguarding policy.

## **The Lloyd Park Children's Charity's Commitment to Volunteers**

- We will ensure that volunteers are given meaningful roles that add value to the work of the Charity and that their personal development is identified, monitored and supported.
- The Lloyd Park Children's Charity will provide volunteers with accurate information about the project/work and the contribution they can make.
- Volunteers can expect a safe and pleasant working environment with appropriate support.
- We will ensure volunteers have the opportunity to attend relevant meetings, training sessions and workshops. This will include induction into relevant policies including Health and Safety, Equal Opportunities and Confidentiality and also process for reporting of any concerns or incidents.
- Volunteers can expect constructive feedback regarding their contribution to the work of The Lloyd Park Children's Charity. Their contribution will be recognised, appreciated and valued.

## **Volunteers Commitment to The Lloyd Park Children's Charity**

- We ensure all volunteers receive a full induction and are allocated a named staff member.

- We expect volunteers to support the aims and objectives of The Lloyd Park Children's Charity and follow procedures and policies that are designed to achieve those objectives.
- Volunteers must maintain confidentiality of all charity service users in line with policy and procedures and will not discriminate in any way against any service users
- A manageable workload will be agreed and volunteers will complete only these tasks. Volunteers will agree to ask for support when and where it is needed.
- We value feedback and will expect volunteers to provide feedback to the Centre Manager or Volunteer Co-ordinator regarding their experiences working within charity.

Policy Name	Volunteer Policy
Version Number	V2
This policy was developed by	Governance and Accountability Sub Group
These people were consulted/involved in developing the policy	Senior Leadership Team
This Policy was adopted by	Trustee Board
Date	September 2023
Signed	<i>Bisi Oyekanmi</i>
Name	Bisi Oyekanmi
Role	Chairperson
Next Review Date	September 2025