



**Volunteer Policy**

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<b>Version I</b>					
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## Volunteer Policy

### 1.0 General Statement

This policy aims to demonstrate the principles for involving volunteers in the work of Children in Wales.

### 2.0 Principles

Children in Wales recognises the right that people have to participate as active citizens in the community. Children in Wales acknowledges that volunteers can contribute in many ways, that their contribution is unique and that it can benefit users of services, staff, children and young people and the volunteers themselves. Children in Wales values the work done by volunteers and is committed to working in ways which are encouraging, supportive and which develop volunteering.

### 3.0 Scope of Policy

This Policy applies to all volunteers, Trustees and employees of Children in Wales.

### 4.0 Related Policies

Complaints  
Data Protection  
Equality & Diversity  
Health and Safety at Work  
IT  
Recruitment & Selection  
Safeguarding Children & Adults at Risk  
Social Media

### 5.0 Guidance

#### 5.1 Definition

Volunteers are individuals who undertake activity on behalf of Children in Wales, unpaid and of their own free choice. The Welsh Government Volunteering Policy (2015) defines volunteering as activity which:

- is undertaken freely, by choice
- is undertaken to be of public/ community benefit
- is not undertaken for financial gain

Work experience placements and internships are not the same as volunteering. Trustees are volunteers with responsibility for governance of the organisation.

Volunteers may be involved on a one–off, short term or on a longer term, regular basis. They may be involved:

- in the direct delivery of our work
- on our Trustee Board as Trustees
- in one off events and promotional activities
- in our offices or in external venues

Volunteers are valued for:

- bringing additional skills and new perspectives to the organisation
- enabling us to be more responsive and flexible in our approach
- championing our cause within the wider community
- enhancing the quality of our work and of client experience
- promoting the wellbeing of users of services, staff, local communities and themselves.

## **5.2 Our commitment to Volunteers**

Children in Wales believes volunteers have the right to:

- know what is expected of them
- be trained
- have clearly specified lines of support and supervision
- be shown appreciation
- have a safe working environment
- be insured
- know what their rights and responsibilities are
- be paid expenses
- be free from discrimination
- be provided with opportunities for personal development.

Further detail regarding these commitments follows.

## **5.3 Induction and training**

Each volunteer is placed under the care of a paid member of staff who will act as support manager to offer guidance and support to enable them to carry out tasks effectively. Each volunteer will undertake an induction programme organised by their support manager. This will include an introduction to staff and any other volunteers and an induction about equipment, office protocols and practical issues. Each volunteer will receive a role description outlining exactly what is expected of them.

## **5.4 Supervision, support and personal development**

Each volunteer will undertake a trial period to establish whether the role they are undertaking is suitable for them. The length of this trial period will be appropriate to their role and will be agreed at the point of their recruitment or at their first meeting with their support manager. Training needs will be discussed at each

supervision session. Supervision sessions will happen every week for the first four weeks and every month thereafter, as agreed.

Opportunities will be provided for volunteers to access any all staff training provision.

Training on managing volunteers will be made available to those who are responsible for the work of volunteers.

## **5.5 Recognition**

Volunteers will be given the opportunity, where relevant, to share their views and opinions with the organisation's wider staff, at staff meetings etc. Formal recognition of the contribution of volunteers is expressed through annual reports, website articles, social media, and during Volunteers' Week award celebrations, etc.

## **5.6 Health and Safety**

All volunteers working for Children in Wales will be made aware of the organisations' health and safety policies. This will form part of the induction programme.

## **5.7 Insurance**

Every volunteer working for Children in Wales will be covered by the organisation's insurance policies.

## **5.8 Responsibilities of Volunteers**

Children in Wales expects volunteers to:

- be reliable and honest
- respect confidentiality
- uphold the organisation's values and comply with organisational policies
- carry out tasks in a way that reflects the aims of the organisation
- make the most of training opportunities.

## **5.9 Expenses**

Volunteers will be reimbursed for all out-of-pocket expenses and will be given clear information about what expenses can be claimed and how to make a claim. The rate of reimbursement will be agreed by the Trustee Board and reviewed annually.

## **5.10 Settling differences**

Children in Wales aims to treat all volunteers fairly, objectively and consistently. It seeks to ensure that volunteers' views are heard, noted and acted upon promptly. The volunteer's support manager is responsible for dealing with problems as they

arise. The volunteer's support manager is responsible for handling difficulties relating to the volunteer's conduct or complaints.

## **5.11 Recruitment and Selection**

- 5.11.1 Children in Wales is committed to equal opportunities and believes that volunteering should be open to all regardless of age, gender, ethnicity, ability, religion and political beliefs. Individuals applying to become volunteers will be appointed in accordance with the organisation's selection procedure.
- 5.11.2 Volunteering opportunities will be advertised widely, in English and in Welsh, in places accessible to different sectors of the community. Online application is encouraged but non-digital methods of application are also available.
- 5.11.3 Volunteers will be selected on their suitability for the volunteering task, matching their skills, talents and interests with the organisation's needs.
- 5.11.4 Where applicants are not able to be placed in their preferred role, they will be provided with feedback and given the opportunity to discuss alternative volunteering roles, or signposted to the local volunteer centre or the [www.volunteering-wales.net](http://www.volunteering-wales.net) website.
- 5.11.5 A risk assessment will be undertaken on all volunteer roles. For roles which involve sustained and direct contact with children, young people or adults at risk, volunteers will be required to have a full DBS disclosure check which will be arranged by the organisation. DBS disclosures are dealt with in the strictest confidence. A criminal record is not necessarily a bar to volunteering. In accordance with Charity Commission regulations, Trustees will be required to undertake a full DBS disclosure and other checks.
- 5.11.6 Recruitment will usually involve an informal interview, application form and the taking of references; the process will be defined and consistent for any given role - for example the recruitment process for trustees, regular volunteers and for volunteers for one off events will be tailored in each case and may differ from one another.

## **5.12 Moving on**

When volunteers move on from volunteering with us they will be asked to provide feedback on the volunteering experience by way of an exit questionnaire. They will also be given the opportunity to discuss their responses to the questionnaire more fully. Volunteers who have remained with the organisation for at least 3 months will have the right to request a reference. Volunteers will be supported to move on to other options.

## **6.0 Appendices**

None.