



Hale Community & Youth Centre

Volunteer Policy

In keeping with our Vision, Hale Community and Youth Centre is at the heart of the community providing a sustainable, secure and welcoming space that is valued and supported by the people of Upper Hale and the surrounding area.

This Volunteer Policy identifies and sets out the principles by which the Centre works with its volunteers, the benefits it gains and the benefits that volunteers can expect to gain; including minimum standards for recruitment, induction and appointment thereby ensuring both the volunteer and the Centre's expectations are met.

1. INTRODUCTION

1) Within our Strategic Objectives, we aim to:

- Keep the building available, accessible, and safe for the use of local people and others.
- Enable a range of educational, training, employment, cultural and recreational activities to take place which respond to the needs of local people and where all are made to feel valued and safe.
- Provide access to advice and information for all sections of the community.
- Provide excellent services to users.
- Be financially sustainable and continue to strengthen the management of the Centre.

2) The Centre recognises that volunteers are an enormous resource in helping to meet its aims and objectives. They bring a wealth of expertise, knowledge, experience, and skills that do not replace or devalue the role of paid employees, consultants, or contractors.

Within Hale Community & Youth Centre, volunteers are involved in:

- **Trustees/Directors** – who sit on the Board and develop, monitor, and evaluate strategic direction
- **Projects** – those involved in helping to run Centre projects, such as the Community Garden, Senior's Groups, etc
- **Community Fridge & Cupboard** - welcoming customers, explaining, where appropriate, the purpose of the fridge, helping customers feel at ease whilst also communicating how much of each food group they are to take that day so that food can be shared between all visiting
- **Activities and Events** - those involved in supporting the administrative needs of the Centre with regular activities and events.
- **Youth Centre** – to be part of the team raising aspirations and inspiring young people in our Youth Clubs.

2. EQUALITY AND DIVERSITY

Hale Community & Youth Centre is committed to achieving an environment where all people are made to feel welcome and valued. More information can be found in our [Equality, Diversity & Inclusion Policy](#).

3. THE PURPOSE OF THIS VOLUNTEER POLICY

By adopting this policy, Hale Community and Youth Centre's objectives are to:

- highlight and acknowledge the value of the contribution made by volunteers;
- reflect the purpose, values, standards, and strategies of the organisation in its approach to involving volunteers;
- recognise the respective roles, rights, and responsibilities of volunteers;
- confirm this organisation's commitment to involving volunteers in its work;
- establish clear principles for the involvement of volunteers; and
- ensure the ongoing quality of both the volunteering opportunities on offer and the work carried out by our volunteers;

This policy provides an overview of the activities carried out by volunteers currently and provides a basis for the expansion, if required, for the role of volunteers alongside paid employees, consultants, or contractors. Associated policies, procedures and guidance provide a framework for the involvement of volunteers.

4. RECRUITMENT AND SELECTION

Hale Community and Youth Centre will adhere to its [Equality, Diversity & Inclusion Policy](#) when recruiting and selecting volunteers. All potential volunteers will be asked to complete a volunteer registration form. Volunteer role descriptions will outline time, commitment, required skills and actual duties. Where there is a requirement for a Disclosure Check this will be highlighted as part of the recruitment process. All volunteers will be required to provide 2-character references.

5. APPOINTMENT PROCESS

To ensure volunteers understand their chosen roles and the work and values of the Centre, applicants will undergo a selection process including background checks, an induction and initial training. Only when the selection process is complete will the applicant's volunteer role be confirmed.

6. MANAGEMENT AND SUPPORT OF VOLUNTEERS

- 1) The Centre provides Employers Liability, Public Liability and Professional Indemnity cover for all volunteers whilst working on Centre activities.

- 2) Each volunteer will receive relevant management and support. This may include regular, appropriate, and mutually agreed contact and an annual review, which offers an opportunity to discuss their role, share feedback and identify individual development and support needs.
- 3) All volunteers that hold Business Class 1 Motor Insurance are automatically covered for their work on behalf of the Centre. However, if their insurance is limited to social and domestic use then they will have to discuss their role as a Trust Volunteer with their insurance company to ensure that they are fully covered.
- 4) Where volunteers have holidays or other commitments which mean that they cannot attend their normal volunteering, they should advise their project leader to ensure that alternative cover can be arranged. If volunteers require a longer break from their volunteering, they should discuss this with their project leader. We will endeavour to be as flexible as possible to accommodate the needs of volunteers.
- 5) Volunteers can access learning and development opportunities which are relevant to their volunteering role throughout their time with the Centre. Opportunities for learning and development will form part of the discussions at support and development sessions.
- 6) The Centre will also provide appropriate recognition and occasions to celebrate volunteers and their work, on an individual and group basis, according to specific role(s), commitment, and length of service.

7. VULNERABLE ADULTS AND CHILD SAFEGUARDING

The Centre's policy and procedures for responding to concerns regarding the safeguarding and protection of vulnerable adults and children provides a structure for trustees, employees, consultants, contractors, and volunteers to follow if they come across concerns of this nature within the context of their work. All volunteers are advised to read our [Vulnerable Adults and Child Safeguarding Policy](#).

8. HEALTH AND SAFETY

- 1) The Centre will ensure that all volunteers receive appropriate information, supervision and training required to enable them to complete voluntary work safely. This includes providing suitable systems, procedures and guidance as outlined in our [Health & Safety Policy](#).
- 2) Volunteers must take reasonable care of themselves and others while volunteering for the Centre and follow any health and safety advice and instruction given for their role.
- 3) Volunteers must co-operate with the Centre on health and safety matters, and immediately report accidents/incidents (including near misses – accidents/incidents that may have led to injury). Volunteers should not intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety, and welfare.

- 4) The Centre has a duty of care to volunteers to ensure they are supported in their role. If a volunteer finds themselves in a situation which is a threat to personal safety, their first point of contact should be the Centre Manager. If this, for whatever reason, is not appropriate then a Trustee/Director should be approached.

9. EXPENSES

Volunteers cannot commit the Centre to expenditure, e.g., events, contracts, expense (other than those previously approved by the Centre Manager as being incurred in the course of their work for the organisation). **NB:** It is not our usual practice to pay for fuel.

10. CONFIDENTIALITY, COPYRIGHT AND DATA PROTECTION ISSUES

Volunteers involved in administrative tasks will be asked to sign an agreement covering Confidentiality & Data Protection and are required to assign copyright to the Centre of any work produced as a part of their volunteering role or activity.

The Centre, in complying with the General Data Protection Regulation 2018, will treat in confidence the information it holds about volunteers. The information will be held while there is a legitimate business purpose for doing so. Volunteers have the right to request to see all the information held about them by the Centre.

Information, such as application forms, references, and any reports regarding conduct concerns, will be stored in a safe and secure location.

11. LEAVING A VOLUNTEER ROLE

Volunteers are free to cease volunteering with the Centre at any time, although, wherever possible, an agreed period leading up to this point would be helpful in order to give the Centre time to make any alternative arrangements required. It is possible that there may also be times when the Centre will ask a volunteer to cease volunteering for various reasons. Wherever possible we will offer the volunteer the opportunity to feedback before leaving their role, and ensure they are appropriately thanked for their support.

12. VOLUNTEER COMPLAINTS

Should a volunteer wish to make a complaint please refer to our [Complaints Policy](#).

13. RESPONSIBILITY

Overall responsibility for the implementations, monitoring and review of the policy and procedures lies with the Chair of the Board of Trustees.

Implementation and adherence to this policy is the responsibility of all Hale Community and Youth Centre's trustees, employees, consultants, contractors, and volunteers.