



Adult Volunteer Policy

Written by The Staff of Durand

Revised January 2015

Agreed March 2015

Durand Primary School

Adult Volunteer Helpers Policy

Introduction

This policy sets out the broad principles for voluntary involvement in Monmouthshire County Council (MCC).

It is of relevance to all within the Council, including volunteers and County Council staff. In order to ensure that the policy and practice reflects and meets the needs of volunteers, citizens and the organisation, this policy will be reviewed bi-annually. In order to regularly evaluate its volunteer programmes and practices, the Authority will consult with and seek feedback from volunteers, employees and citizens where appropriate.

Commitment

Durand Primary recognises the right that people have to participate in the life of their communities through volunteering. It also acknowledges that volunteers contribute in many ways, that their contribution is unique and that volunteering can benefit users of services, employees, local communities and the volunteers themselves.

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.

Statement of Values and Principles

Volunteering is a legitimate and crucial activity that is supported and encouraged by Durand Primary 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.

Steps will be taken where appropriate to ensure that Durand employees at all levels understand 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. 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 Durand Primary expects of volunteers and what volunteers expect of Durand Primary.

Durand Primary cannot be compelled to provide either regular work or payment or other benefit for any activity undertaken by the volunteer.

Volunteer Co-ordination

All volunteers will have a nominated member of staff to offer guidance and advice to help the volunteer carry out tasks effectively. Volunteers will be informed of whom to contact to receive support and supervision.

In general, all management roles should carry a responsibility for 'Volunteer coordination'. The nominated post holders with overall responsibility for the development of voluntary activities within the Council are responsible for the management and welfare of volunteers within it.

Recruitment & Selection

Durand Primary is committed to equal opportunities and abides by the Equality Act 2010 believes that volunteering should be open to all regardless of sex, sexual orientation, race, religion and or belief, welsh language needs, age, disability, whether married or in a civil partnership, transgender, whether pregnant or on maternity. Parental permission may be necessary for younger volunteers.

Volunteering opportunities will be widely promoted in ways that makes them accessible to all members of the community. Durand Primary welcomes volunteers from all different backgrounds.

Recruitment will be via an application form and informal interview. The interview will explore volunteer skills, experience, interests and suitability for roles as well as volunteer motivation.

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 Durand Primary in terms of recruitment and selection.

All volunteers will be asked to provide two references and will be asked to complete a Disclosure and Barring Check (DBS check) if their voluntary work involves unsupervised contact with children or vulnerable adults. DBS checks for volunteers are carried out free of charge.

Training & Development

Volunteers will be briefed about the activities to be undertaken, given a clear and concise role profile and given all the necessary information and training to enable them to perform with confidence. All volunteers will be made aware of and have access to all Durand Primary's relevant policies (including those relating to volunteering, health & safety, child protection, data protection and equal opportunities).

The development of training and support for volunteers is a high priority for Durand Primary 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 to see that this training is provided. It is the responsibility of the volunteer to attend relevant training.

Volunteers are not authorised to represent Durand Primary or to make contracts or any other commitments, on its behalf, with outside agencies or members of the public. When carrying out their volunteering tasks, however, volunteers are expected to act as ambassadors for Durand Primary. If their role involves meeting members of the public, Durand Primary requests that volunteers dress and behave appropriately. Where the service area requires it, an ID badge should be issued and worn by the volunteer as appropriate.

All volunteer positions will have a trial period, the length of which will be agreed at interview. At the end of the trial period, an informal meeting will take place to review the volunteer's progress. It is between the service area and the volunteer to decide whether the arrangement is for a fixed period up to 12 months or whether on an ongoing rolling commitment. Volunteers are under no obligation to continue their involvement with Durand Primary beyond the period agreed between them and their service area.

Support, Supervision and Recognition

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

Volunteers will have access to regular support and supervision sessions. 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 particular 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 officer referred to above.

The amount of time needs to be discussed and agreed by both parties at the beginning of the volunteering arrangement. Durand Primary sees any commitment made by a volunteer as an asset. At the same time, it requests that volunteers do consider this as 'a commitment' and do their best to undertake their role on a regular, scheduled and punctual basis. Should a volunteer expect to be absent, for any length of time, they are requested to inform their designated officer as early as possible.

Volunteers may, at any time sever their relationship with Durand Primary but are asked, if possible, to give 2 weeks written notice. Exit interviews will be offered to volunteers to establish why the volunteer is leaving and share any learning points. Volunteers will be given a formal letter of thanks and statement of achievement. Volunteers may also request a reference if they have completed more than 25 hours of voluntary work.

Health & Safety

Durand Primary is committed to providing and maintaining a safe environment by identifying and controlling risks to the health and safety of all staff, volunteers and visitors. Appropriate instruction, training and supervision will be provided for volunteers to ensure their health, safety and welfare. Volunteers can expect appropriate and safe working conditions with the appropriate supervision, training and tools for the tasks assigned.

Volunteers with specific health issues are requested to inform Durand Primary where this may have an impact on their own health and safety or the health and safety of others involved in the activity. Durand Primary will ensure that risk assessments for all volunteer activities are carried out. If Volunteers must not put themselves or others at risk of injury and should inform the designated officer if they have any health or safety concerns about their roles.

Volunteers will not be permitted to smoke whilst undertaking their volunteer role. Smoking is not permitted on any council premises and volunteers are obliged to comply with MCC's No Smoking Policy.

All volunteers will be covered under MCC's Employer Liability and Public Liability Insurance. MCC does not insure the volunteer's personal possessions against loss or damage.

Confidentiality

Personal details of volunteers will be held in accordance with the Data Protection Act 1996.

Durand Primary will advise volunteers on its confidentiality policy and procedures, where relevant. Volunteers are responsible for maintaining the confidentiality of all privileged information with which they come into contact during the course of their volunteering role.

Misconduct and Settling Differences

Durand Primary aims to treat all volunteers fairly, objectively & consistently and seeks to ensure that volunteers' views are heard, noted & acted upon promptly. Whenever possible, it aims for a positive and amicable solution based on the Authority's Grievance Policy.

Rights and Expectations

Durand Primary recognises the rights of volunteers to:

- know what is (and what is not) expected of them
- have clearly specified lines of support and supervision
- receive appropriate training
- be offered the opportunity for personal development
- know what their rights and responsibilities are
- be free from discrimination
- be consulted on decisions that will affect what they do
- have the right to withdraw from voluntary work at any time
- be shown appreciation
- ask for a reference
- have safe working conditions
- be insured whilst on duty

Durand Primary expects volunteers to:

- complete an application form giving 2 referees and attend an informal interview
- attend training and support opportunities where agreed
- work within agreed guidelines
- give a reasonable and sustainable level of commitment
- be honest, reliable and respect confidentiality
- inform Durand Primary when they expect to be absent or are unable to complete timetabled tasks
- carry out tasks in a way that reflects the aims and values of Durand Primary
- respect the work of Durand Primary and not bring it into disrepute
- comply with Durand Primary's policies and procedures
- take responsibility for their own health & safety
- inform Durand Primary of any changes to their personal details or any conflict of interest arising relevant to their voluntary work that may arise

Monitoring and Review

Overall responsibility for the implementation, monitoring and review of this policy rests with the Headteacher. Responsibility for the application and adherence to this policy rests with the designated person within each service area hosting volunteer opportunities.

This policy will be reviewed by the governing body every two years, or earlier if considered necessary.

Headteacher:

Chair of Governors:

Date: