



Ykids Internal Document

## Volunteer Policy

Version Date: April 2020

This policy was agreed in April 2020 and will be reviewed bi-annually. The next review date is April 2022.

Signed CEO: *Claire Morgans*

Date: *30/9/2020*

Signed Chair of the Board: \_\_\_\_\_

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Date: 05.10.20

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### **1. Introduction**

This volunteer policy sets out the principles and practice by which we involve volunteers and is relevant to staff, volunteers and trustees within Ykids. It aims to create a common understanding and to clarify roles and responsibilities to ensure the highest standards are maintained in relation to the management of volunteers. The volunteer handbook gives further details about the support and procedures in place for volunteers.

### **2. Our commitment to volunteers**

We recognise volunteers as an integral part of Ykids. Their contribution supports our mission and strategic aims, and complements the role of paid staff. We aim to encourage and support volunteer involvement to ensure that volunteering benefits the organisation, its clients and the volunteers themselves. 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.

We are committed to offering a flexible range of opportunities and welcome a diversity of people to volunteer with us, including those from under-represented groups. However if an individual expresses a desire to volunteer in a Christian Faith based project we would require them to identify as Christian, and/or be willing to adhere to the Christian values and principles of Ykids faith work.

We recognise that there are costs associated with volunteer involvement and will seek to ensure adequate financial and staffing resources are available for the development and support of volunteering. We recognise that people have a right to participate in the life of their communities through volunteering and can contribute in many ways. We recognise our responsibility to organise volunteering efficiently and

sensitively so that the valuable gift of the volunteer's time is best used to the mutual advantage of all concerned.

### 3. Who is a volunteer?

Volunteers are individuals who undertake activity on behalf of Ykids, unpaid and of their own free choice. NCVO (The National Council for Voluntary Organisations) defines a volunteer as 'someone who spends their time, unpaid, doing something that benefits something other than themselves and their family e.g. the environment or and outside individual or group.' <https://www.ncvo.org.uk/policy-and-research/volunteering-policy> Central to this definition is the fact that volunteering must be a choice freely made by each individual.

Work experience placements and internships are not the same as volunteering as often these are a condition of a course and are not a free choice. 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. In Ykids volunteers can be involved in:

- the direct delivery of our services
- our board of management as trustees
- community engagement to raise awareness of our work
- one off events and promotional activities
- our office or in our other venues e.g. North Perk, Kingsley & Co.

Volunteers are valued for:

- bringing additional skills and new perspectives to Ykids
- 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 contributing to children, young people and staff receiving a quality service
- promoting the wellbeing of users of services, staff, local communities and themselves.

### 4. Roles and responsibilities

Ykids has designated staff members with responsibility for the development and co-ordination of voluntary activity within the organisation, including volunteering policies and procedures and the welfare of volunteers. Overall responsibility for volunteers lies with the CEO but is delegated to project leads to

build relationships and manage induction and workload. All volunteers will be told who the designated staff member is to go to for guidance, support and supervision within their work area. The volunteer role is based on trust and mutual understanding. There is no enforceable obligation, contractual or otherwise, for the volunteer to attend or to undertake particular tasks or for the organisation to provide continuing opportunities for voluntary involvement, provision of training or benefits. However, 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.

Ykids expects volunteers:

- to be reliable and honest
- to uphold the organisation's values and comply with organisational policies
- to make the most of opportunities given, e.g. for training
- to contribute positively to the aims of the organisation and not bring the organisation into disrepute
- to carry out tasks within agreed guidelines

Volunteers can expect from Ykids:

- to have clear information about what is and is not expected of them
- to receive adequate support and training
- to be insured and to volunteer in a safe environment
- to be treated with respect and in a non-discriminatory manner
- to receive appropriate out of pocket expenses e.g. bus / train fares reimbursed
- to have opportunities for personal development
- to be recognised and appreciated
- to be able to say 'no' to anything which they consider to be unrealistic or unreasonable
- to know what to do if something goes wrong

## 5. Recruitment and selection

Equal opportunities principles will be adhered to in recruiting volunteers. Opportunities will be widely promoted via Ykids social media and via Sefton CVS so as to attract interest from different sectors of the community. Information will be made available to those enquiring about volunteering, including written role descriptions which set out the nature and purpose of the volunteering role, key tasks, skills required and benefits. Recruitment will usually involve an expression of interest form, an informal interview, 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.

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 volunteering centre Sefton <https://volunteeringsefton.org.uk/>. For roles which involve sustained and direct contact with 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. Please refer to Ykids DBS policy which outlines when and why Ykids takes up DBS checks.

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## 6. Induction and training

Volunteers will be given induction and training appropriate to the specific tasks to be undertaken.

## 7. Support and supervision

Volunteers will be offered support and supervision as appropriate and this is discussed during induction. Arrangements vary according to the volunteer and the role undertaken, and may include telephone support, group meetings or one to one reviews.

## 8. 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. either through direct attendance or through feedback to a Ykids members of staff. Formal recognition of the contribution of volunteers is expressed through annual reports, website articles ,social media and an end of year celebration.

## 9. Dealing with problems

Ykids aims to treat all volunteers fairly, objectively and consistently. We seek to ensure that volunteers' views are heard, noted and acted upon promptly. We will attempt to deal with any problems informally and at the earliest opportunity. All volunteers will have a named person to whom they can turn in the case of any difficulty. Where informal resolution is not possible, the organisation's grievance policy will be adhered to. Volunteers will also be made aware of Ykids' complaints policy and how to use it. They will also be made aware of how inappropriate behaviour by volunteers will be addressed by the organisation.

## 10. Expenses

Travel and Out of pocket expenses may be reimbursed in line with the Ykids Financial controls policy and in agreement with the volunteers named worker. Like all Ykids employees, all volunteers must strive to ensure value for money when incurring costs associated with their role

### **11. Moving on**

When volunteers move on from volunteering with Ykids 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 if they wish to. Volunteers will be supported to move on to other options.

### **12. Other relevant documents**

The Volunteer Induction Pack includes detailed, useful information for volunteers including template forms. Organisational policies relevant to volunteers include Health and Safety, Equal Opportunities, Confidentiality, Social media, Safeguarding, Complaints and Grievance. Shortened copies of these policies are include in the volunteer induction pack and covered during induction.