

Volunteer Policy

Y Dolydd, Llanfyllin Workhouse Volunteer Policy

Llanfyllin Workhouse believes that volunteers can make a positive difference to the community and to themselves. We are committed to enabling and encouraging this process as best as we can.

Volunteering is an activity where individuals decide, freely and by choice, to help achieve Y Dolydd, Llanfyllin Workhouse aims without expectations of financial or other rewards in kind. We understand that people volunteer for many reasons and we value their contribution, commitment and participation. Their involvement complements the work our organisation undertakes, but does not replace the work of paid staff members.

We believe that for volunteering to be successful, the needs of the organisation, service users and volunteers must match. We aim to ensure this match through our recruitment and selection procedures, six-monthly appraisals and annual monitoring and evaluation of volunteering programmes and the volunteering policy.

We aim to be an example of good practice in volunteer management to other voluntary and community organisations who work with volunteers.

By offering volunteering placements, we hope to provide individuals with valuable work experience which they can take on to future situations in their lives.

Recruitment

- We will use appropriate means to advertise for volunteers locally that take into account the principles of our Equal Opportunities Policy. The applicant will have to complete an application form, but help can be given with this if necessary. The applicant will be interviewed by the Volunteers Coordinator.
- A criminal records check with the Criminal Records Bureau will be made for every volunteer.
- Every Volunteer will sign a Volunteer Agreement with the Trust. The Volunteer Agreement will be reviewed and appraisals carried out at six-monthly intervals. This is to enable the Trust to assess the value of the Volunteer's experience, recommend CPD and obtain information for references.

Induction and Training

There will be an induction prepared and delivered by the Volunteers Coordinator This will include:

- The role of the volunteer
- A list of all staff members and volunteers
- A list of Management Committee members and sub-committees
- Introduction to all the relevant policies including this Volunteer policy.
- Essential procedures i.e. timekeeping, rota etc.
- Induction training and details of ongoing training
- Information about the relevant Code of Practice
- Other information as appropriate.

There will be a trial period of six weeks to give the organisation and the volunteer time to discover if they are suited to each other. A review will be made midway through the trial period and also at the end.

Expenses

- We value our volunteers and want to ensure that there are no barriers to volunteer involvement. Prior agreed out-of-pocket expenses will be reimbursed. In order to claim expenses, an expenses form must be completed and given to the finance officer. Reimbursements will not be made if they have not been agreed in writing by the Volunteer Coordinator.

Support

- The Volunteer Coordinator, the Llanfyllin Workhouse Team and other volunteers will offer support to the volunteers. There will be a briefing session at the beginning and a de-briefing at the end of each week.
- The Volunteer Coordinator will support all volunteers and will have regular meetings with the volunteers to discuss any problems or issues that may arise.
- The Volunteer Coordinator will receive support and regular supervision sessions from the Trust.

Insurance

- The organisation has a valid insurance policy which you are advised to read.

Resolving Problems

- The relationship between the Llanfyllin Workhouse and its volunteer workers is entirely voluntary and does not imply any contract. However, it is important that the organisation is able to maintain its agreed standards of service to the clients who use it, and it is also important that volunteers should enjoy making their contribution to this service.
- If your role as a volunteer does not meet with the organisation's standards, here is how it will be dealt with:
 1. Initially with a meeting with the Volunteer Coordinator to explain the concerns.
 2. If this does not resolve the concern then a meeting with the chair of the executive committee will be convened.
 3. If your work still does not meet with our standards then we shall have to stop using your services.
- At all times you will be able to freely state your case and can have a friend to accompany you.

If you are dissatisfied with any aspect of your work you should:

1. Initially explain your dissatisfaction with the Volunteer Coordinator
2. If that does not resolve the concern then a meeting with the Chief Executive Officer should be convened
3. If that does not resolve the issue then a formal meeting with the Chair of the Executive Committee should follow.
4. If after this, your dissatisfaction remains unresolved, and we are unable to resolve your grievance, then it would be inappropriate for you to continue to be a volunteer.
5. At all times you will be freely able to state your case and can have a friend to accompany you.

Appraisals

- Appraisals will be every six months by mutual arrangement, and will last no longer than 30 minutes.

Terminating the Volunteer Agreement

- Apart from terminating a volunteer agreement due to competency or disciplinary action, volunteers should provide adequate notice for the termination of their work at Llanfyllin Workhouse. Volunteers who leave Llanfyllin Workhouse for any reason will be invited to an exit interview. This procedure is designed to help improve the support given to volunteers and to record their achievements and provide vital statistical information.

Volunteers List

- A list of registered volunteers will be available to the Trust and will be kept updated.

This Volunteer policy is freely accessible to all. It will be reviewed on a yearly basis to adapt or improve it.

Reviewed October 2014