

Volunteer Policy



Engage Liverpool CIC Ltd

Volunteer Policy

Contents

Paragraphs

1	Aims	12	Probationary Period/Appraisal
2	Definition of a Volunteer	13	Expenses
3	Role within Engage	14	Insurance
4	Role outside Engage	15	Health and Safety
5	Tasks	16	Consultation
6	Equal Opportunities	17	Grievances
7	Recruitment	18	Discipline
8	Selection and Placement	19	Leaving
9	Confidentiality	20	References
10	Training	21	Recognition
11	Support		

1 Aims

Volunteers at Engage Liverpool CIC Ltd ("Engage") enable our organisation to achieve results and make an impact beyond what would normally be possible.

We are all Volunteers on the Board of Engage and welcome the use of others who wish to add value to the work we do across the city centre and waterfront. Engage values the tremendous work that Volunteers do in partnership with us. Their contribution enhances the quality of service that we give to residents, stakeholders and the projects that we are responsible for running. Volunteers themselves are richly rewarded by contact with residents who have invested a great deal in city centre living and by the ethos of Engage. Training is available to them so that they can fulfil their duties better.

It is recognition of the fact that Volunteers make such a significant difference to the work of Engage that this code of good practice is being made available. This code of good practice is a supportive resource and is not meant to be viewed as a method of control.

This policy aims to:

- Outline a standard framework for the involvement of Volunteers at Engage to enable them to carry out their responsibilities with clarity, understanding and insight;
- Clarify the role of Volunteers within Engage and the reason for their involvement; and the role of Volunteers as representatives of Engage;
- Demonstrate that Engage takes responsibility for equity in the recruitment, training and on-going support of all its Volunteers;
- Recognise the invaluable role that Volunteers play in Engage's provision of services;
- Ensure that a quality service will be delivered by Volunteers.



2

Definition of a Volunteer

A Volunteer is someone who gives their true personal qualities and skills to freely benefiting both the organisation and the wider community.



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Role within Engage

Volunteers extend and complement the work undertaken by the Board enabling Engage to offer a greater contribution to community engagement, sustainable development and stakeholder consultation to residents.



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Role outside Engage

Volunteers act as representatives of Engage and, as such, they are expected to abide by the policies and practices of the organisation.



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5 Tasks

Volunteers have a significant role to play within Engage:

- Resident Outreach: visiting and meeting residents, delivering flyers, undertaking surveys and gathering data, inviting residents to area meetings, arranging consultation events.
- Website and Social Media: assisting with website and social media (Twitter, Facebook etc) delivery.
- Marketing, Design and PR: assisting communications through designing flyers, using photography and video to enhance our impact, carefully targeting the young demographic of the city centre, liaising with all media outlets locally and nationally, improving Engage's marketing opportunities.
- Sponsorship and Fundraising: making contact with potential sponsors and seeking out funding opportunities, writing bids and researching options, creatively raising funds for Engage.
- Event Management: helping to run and organise Engage events, initiating 'Engage With' social gatherings and fundraising opportunities.

Volunteers are offered a wide range of opportunities. Engage is flexible in response to new areas of Volunteer involvement. All Volunteers have an agreed role: a distinct area of work with identifiable tasks. Volunteers are not expected to undertake tasks outside this role but as part of a team are expected to show flexibility if and when required. Volunteers have the right to refuse to do tasks for religious, moral or cultural reasons.



6

Equal Opportunities

Engage actively opposes all forms of discrimination and expects all Volunteers to work within its Equal Opportunities Policy. It is expected that Volunteers will attend training when offered.

Engage's commitment to this policy is reflected in all areas of work. We welcome people offering their services as a Volunteer irrespective of their age, disability, gender, race, cultural origin, sexuality, HIV status, political belief or religion.

7

Recruitment

Anyone wishing to offer their services as a Volunteer is required to complete all parts of the following process:

- Complete and submit an application form
- Provide two references (references from friends or family members are not acceptable)
- Attend an interview
- Make a commitment of 2 hours a week for at least a 6 month period
- Attend the induction programme
- Successfully complete the 4 week probationary period
- Be prepared to have a standard or enhanced police check through the Criminal Records Bureau if required

8

Selection & Placement

Selection is in line with Engage's Equal Opportunities Policy. Volunteers are selected on the basis of merit and the qualities needed within a specific area of Volunteering.

Placements involve the following:

- Minimum commitment of 2 hours a week
- Maximum time commitment not in excess of 12 hours per week
- Changes to placement are negotiated and agreed by the Project Manager
- Placement reviews take place following the first 4 weeks and thereafter on a 6 monthly basis
- Volunteers are governed by the disciplinary and grievance policies and procedures
- If a Volunteer is absent for a period of three months for any reason then s/he must come for an interview before starting again

9

Confidentiality

All Volunteer interviews, completed application forms, references or any other records are treated in confidence and kept in a secure place. Volunteers are expected to treat information given whilst working at Engage as confidential. Information about residents, stakeholders or other Volunteers should not be discussed inappropriately.

10

Training

No Volunteer is expected to fulfil a task until they feel they are confident and able. Volunteers are offered training opportunities on an on-going basis that both consolidates and extends their knowledge in their own area of Volunteering as well as in areas that they might find of general interest.

11

Support

Volunteers are accountable to the Project Manager and to the Chair. All Volunteers have a Project Manager from whom they can gain support and guidance on a regular basis. The Chair has a central personnel role and is available to talk in confidence to all Volunteers, if the Volunteer feels unable to talk to their Project Manager.

12

Probationary Period / Appraisal

All Volunteers would have a probationary period agreed with their Project Manager when drawing up their role description. This is usually four weeks. At most the Volunteer should receive regular support and supervision from the Project Manager. The meeting gives an opportunity to a more formal appraisal of the Volunteer's work.

13

Expenses

Volunteers should not incur any net costs in the course of their Volunteering. Volunteers who work for four hours or more consecutively are entitled to a meal break. Volunteers can claim up to £5.00 for a meal. Receipts are to be produced for all expenses.

14

Insurance

All Volunteers should seek clarification that, in the first instance, they are suitably covered for Volunteer work with our organisation but, in the second instance, would be covered under Clause 1 Employers Liability but subject always to other clauses within the Charities and Community Groups Policy held by the organisation. Details of the policy can be provided on request if required.

The organisation is unable to accept responsibility for personal property, including vehicles, used in the course of Volunteering. Valuables should not be brought to the organisation and all essential belongings should be kept on the person.

15

Health & Safety

Engage will not put Volunteers in a position that puts themselves or other persons at risk. Training in Health and Safety is provided upon request. In the interest of maintaining Health and Safety standards for everyone Engage expects Volunteers to refrain from using alcohol and/or other mind or mood altering drugs when carrying out their voluntary duties; and to refrain from doing voluntary duties when under the influence of such substances.

Volunteers who are taking medication under treatment are requested to report it to the Project Manager and to discuss the appropriateness of continuing their Volunteer duties. Volunteers in breach of this policy issue can be subject to disciplinary action and/or requested to withdraw from Volunteering.

16

Consultation

Volunteers will be consulted about changes in policy that have a direct bearing on their work. Volunteers are encouraged to participate in and make suggestions about future developments.

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17

Grievances

Volunteers have the right to make a complaint against a fellow Volunteer, Project Manager, resident, stakeholder or Board Member. Volunteers should follow the procedure laid out in the Grievance Procedure.

18

Discipline

Volunteers who act in such a way as to constitute a serious breach of their responsibilities may be disciplined according to the Disciplinary Procedure.

19

Leaving

Every Volunteer has the right to withdraw from Volunteering. They are invited to a leaving interview. The aim is to enable Engage to gain valuable feedback and possibly address any problems that may have arisen. Please inform your Project Manager that you are leaving. Termination of Volunteering is a formal act and should be done appropriately by e-mail or in writing.

20

References

Present and former Volunteers are entitled to receive a reference from Engage. However, references will only be given if the Volunteer has volunteered regularly for a minimum period of 4 months.

21

Recognition

Engage recognises and values the contribution that Volunteers make. All staff receive the relevant documents as part of their induction which include Engage's Volunteer Policy and the Disciplinary and Grievance Policies.

Volunteers are also recognised and valued through support and supervision and Volunteer social events.



10