

Louie's Helping Hands

VOLUNTEERING POLICY

CHAIRPERSON: SARA LLEWELLYN

DATE AGREED: 22 FEBRUARY 2017

DATE OF NEXT REVIEW: 22 FEBRUARY 2018

ALL, STAFF HAVE ACCESS TO THIS POLICY AND SIGN TO THE EFFECT THAT THEY HAVE READ AND UNDERSTOOD ITS CONTENT

Louie's Helping Hands

Volunteering Policy

1. Introduction

Louie's Helping Hands Charity aims is to help children with multi-sensory impairments and physical difficulties to increase confidence, independence and help develop their social interaction enabling them to form friendships with peers. Also to help improve their muscle strength and posture by ensuring their complex needs are met by a high quality and bespoke provision that challenges and promotes achievable expectations for them.

It does this by:

- Working with volunteer involving organisations to organise fundraising events
- Providing potential volunteers with the means to access volunteering opportunities.
- Helping people who might otherwise have found themselves excluded to take part in their communities.

Louie's Helping Hands Charity is committed to involving volunteers directly within the organisation to:

- Contribute to the delivery of our services
- Form our board of management
- Make sure we are responsive to the needs of our users.
- Provide different skills and perspectives.
- Offer opportunities for participation by people who might otherwise be excluded.

This volunteer policy sets out the principles and practice by which we involve volunteers.

2. Principles

Louie's Helping Hands Charity:

- Recognises that voluntary work brings benefits to volunteers themselves, to service users and to paid staff.
- Will ensure that volunteers are properly integrated into the organisational structure and that mechanisms are in place for them to contribute to Louie's Helping Hands aims.
- Will not introduce volunteers to replace paid staff.
- Expects that staff at all levels will work positively with volunteers and, where appropriate, will actively seek to involve them in their work.
- Recognises that volunteers require satisfying work and personal development and will seek to help volunteers meet these needs, as well as providing the training for them to do their work effectively.
- Will endeavour to identify and cover the costs of involving volunteers.
- Recognises that the management of volunteers requires designated responsibilities within specific posts.
- Will endeavour to involve volunteers from a wide range of backgrounds and abilities and ensure our volunteering opportunities are as accessible as possible

3. Recruitment

Recruitment of volunteers will generally be from all sections of the community, and will be in line with the Louie's Helping Hands Equality and Diversity Policy. Positive action in recruitment may be used where appropriate.

People interested in becoming volunteers with Louie's Helping Hands will be invited for an informal talk with the appropriate contact person. They will be given an information pack including general information about the charity and specific information on the volunteer post in which they are interested. Volunteer Board Members will be given a role specific induction and information pack by Louie's Helping Hands Chairperson.

All volunteers will be asked to complete a simple registration form appropriate to the role that they are applying for and to supply two references. Where applicants are not placed in the role applied for, they will be provided with feedback and given the opportunity to discuss alternative volunteering roles.

Volunteers with Louie's Helping Hands are likely to come into contact with vulnerable people and/or be in a position of trust. They will therefore be asked to provide information about any criminal convictions via a self-disclosure form that is completed prior to starting your volunteering. Every volunteer role will undergo a risk assessment by the Chairperson. For roles, which involve care giving and/or sustained and direct contact with young people or adults at risk, volunteers will also be required to have a full CRBS disclosure check which will be arranged by Louie's Helping Hands.

This information will be dealt with in the strictest confidence and will not necessarily prejudice the person being accepted for voluntary work.

4. Volunteer Agreements and Voluntary Work Outlines

Volunteers will receive a role description and volunteer agreement containing full information about their chosen area of work and a clear idea of their responsibilities and the volunteer's responsibilities to them.

5. Induction and Training

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

6. Support

Volunteers will be assigned a named contact person who will provide regular support. Support sessions will provide the opportunity for ongoing dialogue about the development of the volunteering role and any advice and guidance as needed. Where the volunteering role is emotionally demanding these sessions also give volunteers the opportunity to access emotional support from the organisation.

7. The Volunteer's Voice

Volunteers will be consulted in decisions which affect them. Louie's Helping Hands is committed to developing consultation and representational procedures for volunteers.

8. Records

Minimum details will be kept on volunteers. This will include the registration form, references, placement details, crisis contact, correspondence and any other relevant information in accordance with Louie's Helping Hands confidentiality policy.

9. Expenses

Louie's Helping Hands will ensure that there is a clear and accessible system to enable volunteers to claim out of pocket expenses.

10. Insurance

Volunteers will be covered by insurance while carrying out agreed duties.

11. Health and Safety

Louie's Helping Hands will take all reasonably practicable steps to ensure the volunteers' health, safety and welfare while at work in accordance with the charity's Health and Safety policy.

12. Equality & Diversity Opportunities

Volunteers and staff will work in accordance with the centre's Equality & Diversity Policy and will prevent discrimination on any grounds.

13. Problems

Louie's Helping Hands has a policy to help deal with grievances that volunteers may have. In line with this policy volunteers have the right to discuss any concerns they may have with their named contact at any time.

If the contact person is unable to resolve the problem they will refer the matter to the Chairperson, with the permission of the volunteer.

14. Endings

When volunteers move on from their role at Louie's Helping Hands 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 with their Volunteer Support Worker or a member of the management team.

On the basis of their voluntary work, volunteers will have the right to request a reference. Volunteers will be supported to move on to other options.

15. Monitoring and Evaluation

Louie's Helping Hands will systematically monitor and evaluate its use of volunteers with reference to this Volunteer Policy.

| | |
|--|--------------------------------------|
| This policy was adopted by Louie's Helping Hands | Date: 01 st January 2016 |
| Reviewed on: 22 nd February 2017 | Signed: S J Lewellyn |
| To be reviewed: 22 nd February 2018 | |