

READING COMMUNITY LEARNING CENTRE

VOLUNTEER POLICY



PURPOSE

This policy has been developed to ensure that we provide a valuable experience to people who offer to volunteer with us, whilst also safeguarding the wellbeing of centre users.

RECRUITMENT

We will use appropriate means to advertise for volunteers locally that take into account the principles of our Equal Opportunities and Diversity Policies. You will have to complete an application form, but help can be given with this if necessary. You will be interviewed by the person most appropriate for the role, usually in the first instance by the Centre Manager, and if this is successful we will take up the two references you are asked to provide.

It is our policy to undertake a criminal records check with the Criminal Records Bureau for every volunteer.

INDUCTION AND TRAINING

You will be invited to attend induction.

This will include:

- The role of the volunteer
- Information about the Centre and its work
- Information about the roles of staff members and volunteers
- Governance and the role of the Board of Trustees
- Copies of all the relevant policies including this Volunteer policy and those on Confidentiality, Health and Safety, Equal Opportunities and Diversity etc.
- Essential procedures i.e. timekeeping, rota etc.
- A discussion on your training needs
- Other information as appropriate.

There will be a trial period of two-four weeks to give the organisation and the volunteer time to discover if we are suited to each other. We will review how this is working halfway 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. All out-of-pocket expenses, if required, will be reimbursed, including reasonable expenses for travel, and meals and childcare if required. In order to claim expenses, an expenses form must be completed and given together with the receipts to the Centre Manager.

SUPPORT

We will ask a member of staff to support you. There will be a briefing session at the beginning and a de-briefing at the end of each session. From time to time we will organise meetings for volunteers where you can share ideas and discuss any problems or issues which have arisen during your time as a volunteer.

INSURANCE

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

CONFIDENTIALITY

All volunteers, as well as staff and trustees are bound by a Confidentiality Policy, which you are required to observe. Please talk to a member of staff if you are unsure about what the policy means.

RESOLVING PROBLEMS

The relationship between Reading Community Learning Centre and its volunteer workers is entirely voluntary and does not imply any contract. However, it is important that we are able to maintain agreed standards of service to our users 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 you will be invited to a meeting with the line manager who will explain her concerns and suggest ways in which you can address the issues she raises.
2. If this does not resolve the concern then you will be invited to meet with the Centre Manager and the line manager, to discuss the most appropriate way to resolve the difficulties.
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 encouraged to state your case and you 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 your line manager.
2. If that does not resolve your concern then we will arrange a meeting with the Centre Manager
3. If that does not resolve the issue then you can request a meeting with a member of the Board of trustees.
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.

At all times you will be encouraged to state your case and you can have a friend to accompany you.

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

For more information...

1. Useful contacts

Volunteer Bureaux or Council for Voluntary Services

These can be found in your local yellow pages or phone directories.

Volunteering England

Regent's Wharf

8 All Saints Street

London N1 9RL

Phone: 020 7520 8900

E-mail: Volunteering@volunteeringengland.org

Website: www.volunteering.org.uk

National Association of Councils for Voluntary Service

Phone: 0114 278 6636

Website: www.nacvs.org.uk

Volunteer Development Agency (Northern Ireland)

Phone: 028 9023 6100

Wales Council for Voluntary Action

Phone: 029 2043 1700

2. Publications

Essential Volunteer Management

By McCurley and Lynch. Available from the Directory of Social Change.

Phone: 020 7209 55151

Just About Managing: Effective Management for Voluntary Organisations and Community Groups

By Sandy Adirondack. Published by the London Voluntary Service Council.

ISBN 1 872582 80 X.

Voluntary But Not Amateur: A Guide to the Law for Voluntary Organisations and Community Groups.

By Jacki Reason, Ruth Hayes and Duncan Forbes

Published by London Voluntary Service Council. ISBN 1 872582 11 7.

The Volunteer Recruitment Book

By Susan Ellis. Available from the National Centre for Volunteering

Phone: 020 7520 8900. They also produce a range of other publications and free leaflets - ask for their publications brochure.

Date Approved by Board
Review Date
Signed on behalf of the
Board of Trustees

Oct 2013
Oct 2017

Dated
