

The Alice Cross Centre

**VOLUNTEER POLICY**

Version 5

September 2023

**Policy Revisions Record**

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| Version  | Date | Review due |  |  |  |
|  |  |  |  |  |  |
| 1 | 10 June 2015 | 11 March 2017 |  |  |  |
| 2 | 11 March 2017 | July 2019 |  |  |  |
| 3 | 5 September 2019 |  |  |  |  |
| 4 | 2 June 2021 | June 2023 |  |  |  |
| 5 | September 2023 | September 2025 |  |  |  |
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The Alice Cross Community Centre (“the Organisation”) strives to create a diverse and inclusive organisation within the community. Therefore, we are committed to ensuring equality of access to high quality volunteer opportunities and equality of treatment for our volunteers in all our policies and practices.

Volunteers with the Organisation are fully protected by the Organisation’s public liability and personal accident insurance. Drivers who use their own cars in connection with their voluntary work, must inform their own insurance company to ensure adequate and continued cover.

The Organisation endeavours to provide adequate and appropriate facilities, equipment, resources and training to enable volunteers to fulfill their roles.

The Organisation Manager has overall responsibility for the management of volunteers including overseeing the implementation of this policy and dealing with any complaint or grievance relating to volunteers. The volunteer Co-ordinator manages the recruitment, training and ongoing supervision of volunteers.

**Recruitment and selection of volunteers**

The Organisation is committed to serving and representing the people of Teignmouth and its surrounding areas and wishes to see all sections of the community represented among our volunteers. Volunteer opportunities are widely promoted throughout the area and we will endeavour to make recruitment and selection materials available in a format accessible to any individual or group, upon request.

All potential volunteers will go through an appropriate recruitment and selection process. The Organisation uses application forms, references and informal interviews/ chats. Additional measures may be implemented depending on the nature of the roles undertaken and police checks may be required.

Management of volunteers.

* A Volunteers ‘Welcome Pack’ will be made available as well as access to relevant policies.

* Post COVID-19, all volunteers will be made aware of Covid procedures.
* All volunteers will be given an induction. This provides background information on the Organisation; explains its procedures; describes the volunteer role and expectations and work team and outlines how the volunteer will be supported. They will be asked to sign a code of conduct and volunteer agreement.
* Out of pocket expenses can be claimed using the expenses form.
* Volunteers are invited to supply email or mobile contact numbers to receive newsletter and join team What’s App groups.
* If appropriate there will be an opportunity for volunteer ‘buddying’ during settling in period.
* There will be an opportunity to review role after first 4 weeks. Annual catch up sessions and feedback opportunities will also be available.

Volunteers, will be supported by the Organisation Manager and/or volunteer co-ordinator who will offer supervision, help and guidance on any issue relating to the voluntary work. Any issues arising will be dealt with appropriately, between volunteer and Organisation Manager or volunteer co-ordinator. This support is ongoing throughout the volunteer’s time with the Organisation.

We recognise our duty to protect the best interests of the Organisation and our users. It is incumbent upon all volunteers/staff/activity leaders to include, encourage and support new users. We offer a formal complaints procedure in the case of more serious complaints. In the case of particularly serious offences this process may be bypassed, and the volunteer asked to leave the premises. Where a criminal offence is suspected, the matter will be referred to the police.

The Organisation is committed to improving the effectiveness of volunteers. Volunteers will be offered, and encouraged to attend, relevant training courses. Volunteers may attend the courses within their normal hours of voluntary work. Volunteers who are asked to attend training to support the Organisation are entitled to claim out of pocket expenses.

To effectively monitor volunteers their personal details are kept in accordance with guidelines under The Data Protection Act and GDPR. This is available upon request.

Both volunteers and the Organisation agree that the intellectual property rights of original work produced by volunteers automatically transfers to the Organisation.

Photographs of volunteers may appear on our website, media websites, or newsletters. If any volunteer has any objections to this, they must make this clear to those concerned when such events are taking place.

The Organisation offers complimentary tea, coffee and squash for volunteers when undertaking their role with the Organisation – donations are welcome. Meals are available at 50% discount when a volunteer is volunteering at the centre in their assigned role.

This policy is intended to supplement good judgment and will be updated as necessary to reflect best practice.

Please refer to Appendices 1 – 3

**Review**

This policy will be reviewed every two years.

In case of any queries or questions in relation to this policy please contact Centre Manager or Board of Trustees.

Signed on behalf of the Board of Trustees by

Name: Sue Halfyard

Date: 11 September 2023

**Appendix 1**

**Alice Cross Code of Conduct**

**Mission Statement: Supporting the community by making later life a fulfilling and enjoyable experience**

**The Alice Cross Centre believes that all individuals involved with the centre should respect one another and strive constructively to promote opportunities for the over 50s.**

***This code is a statement of values that we will expect all involved to support in achieving our aims, based on equality, diversity and team work.***

***We therefore ask that all those assisting The Alice Cross Centre support the following:***

* Be a positive ambassador for the Alice Cross Centre and ensure that any action or comment you might make will only enhance the reputation of the Centre.
* Show respect, a commitment to inclusion for all individuals connected with the Centre and refrain from harrassment or discrimination.
* Abide by decisions made by the Trustees and members of staff and all relevant policies.
* Positively liaise with others to resolve any concerns or conflicts which may arise.
* Respect and understand the need for confidentiality.
* Take all reasonable steps to ensure the health and safety of yourself and others.
* Respect the property of the Alice Cross Centre.
* Be commited and reliable in your role within the centre and not use your position to pursue personal issues or policies which conflict with those of the Alice Cross Centre.
* Be aware, and positively engage in any training, guidance and support relating to your role within the Alice Cross Centre that may be necessary.
* Enjoy the role. Be positive. Applaud others. Be **“FIT”** – Fun Inclusive Team!

**If you would like support or advice regarding this code please discuss with the Manager of the Alice Cross Centre.**

**Appendix 2**

**Volunteer Agreement**

Volunteers are an important and valued part of The Alice Cross Centre.

We hope that you enjoy volunteering with us and feel a full part of our team.

This agreement tells you what you can expect from us, and what we hope from you. We aim to be flexible, so please let us know if you would like to make any changes and we will do our best to accommodate them.

**We, The Alice Cross Centre will do our best:**

* To introduce you to how the organisation works and your role in it and to provide any training you need
* To provide regular meetings with a main point of contact so that you can tell us if you are happy with how your tasks are organised and get feedback from us
* Your manager’s/supervisor’s name is ----------------------------------------
* To respect your skills, dignity and individual wishes and to do our best to meet them
* To reimburse your travel expenses
* To consult with you and keep you informed of possible changes
* To insure you against injury you suffer or cause due to negligence
* To provide a safe workplace
* To apply all relevant policies and procedures as necessary
* **I, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**agree to do my best as a Volunteer:**

* To carry out my role reliably to the best of my ability, and to give as much warning as possible whenever I cannot attend when expected
* To follow The Alice Cross Centre’s rules and procedures, including health and safety, equal opportunities and confidentiality.

*Note: this agreement is in honour only and is not intended to be a legally binding contract of employment.*

**Appendix 3**

