



COMMUNITY TRUST

VOLUNTEERING POLICY & PROCEDURES

Policy Updated: 24/05/2017

Next Update due: 24/05/2018

1. Introduction

BRCT exists to involve more people more effectively in volunteering to help solve real problems and enrich the local community.

It does this by:

- Working with volunteer involving organisations to improve the diversity and quality of volunteer placements.
- 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.

BRCT is committed to involving volunteers directly within the organisation to:

- Contribute to the delivery of our services
- Help enrich 'Youth Voice'
- 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.

Potential volunteer roles at BRCT:

- Sports Coach Support
- Sports Development Support
- Educational Project Support
- Social Action/Inclusion Project Support
- Administration and Data Support
- IT Support
- Other mixed support

Each of the above roles will need varying levels of support, dependant on specific role and prior experience. This is discussed further within Section 6.

2. Principles

BRCT:

- 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 the volunteer centre's work.
- 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 BRCT Equal Opportunities Policy. Positive action in recruitment may be used where appropriate.

People interested in becoming volunteers with BRCT will be invited for an informal talk with the appropriate contact person. They will be given an information pack including general information about BRCT and specific information on the volunteer role in which they are interested.

All volunteers will be asked to complete a simple registration form appropriate to the role that they are undertaking.

Volunteers with BRCT 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 (DBS) form that is completed prior to starting your volunteering. Every volunteer role will undergo a risk assessment by the CEO and/or Volunteer Support Coordinator. 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 DBS disclosure check which will be arranged by BRCT.

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. Frequency of sessions will correlate to the amount of volunteering taking place. Within these support sessions there will also be opportunities for the volunteers to discuss qualifications and other CPD they may be interested in completing.

7. The Volunteer's Voice

Volunteers will be consulted in decisions which affect them. BRCT is committed to developing consultation and representational procedures for volunteers.

8. Records

Minimum details will be kept on volunteers. This will include the basic registration information, references (role dependant), placement details, crisis contact, correspondence and any other relevant information in accordance with BRCT policy and procedure.

9. Expenses

BRCT 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

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

12. Equal Opportunities

Volunteers and staff will work in adherence to the BRCT Equal Opportunities Policy and will prevent discrimination on any grounds.

13. Problems

BRCT 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 can follow the 'BRCT Safeguarding Procedure', with the permission of the volunteer.

14. Endings

When volunteers move on from their role at BRCT they will be asked to provide feedback on the volunteering experience by way of an exit meeting.

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.

BRCT has a policy on how it will deal with any disciplinary issue regarding a volunteer.

15. Monitoring and Evaluation

BRCT will systematically monitor and evaluate its use of volunteers with reference to this Volunteer Policy.

This policy will be reviewed every three years.

PROCEDURE

- 1.** Individual wishing to be the volunteer will contact the relevant BRCT Volunteer Coordinator using the contact detail as provided online or through various other promotional platforms. If an individual makes a general enquiry over the phone or email they will be redirected to the Volunteer Coordinator.
- 2.** If there is availability to volunteer, the Volunteer Coordinator will contact the individual, making the request to arrange a meeting. If there is no availability to volunteer, the volunteer applicant will be informed and their details will be kept on file for a maximum duration of one year, with the intention of contacting them if a volunteering opportunity arises.
- 3.** A meeting will take place whereby the volunteering applicant will be provided with a registration form, will begin the DBS application process and will provide other basic information needed to be enabled to act as a volunteer. At the meeting, the volunteer will be provided with a BRCT Information Pack and discussions will take place as to their interest of area to volunteer in within BRCT.
- 4.** Following successful approval of DBS (and references if necessary) the applicant will be informed of their success and details as to when they may begin to volunteer. Another meeting may occur to finalise details on the volunteering opportunity, which may also offer introductions to other members of staff the volunteer may need to report into.
- 5.** If the volunteer decides they wish to stop volunteering, a meeting will be arranged to sign-off the volunteer and receive feedback on the process and experience.