

# **BURTON HOPE CHARITY NUMBER 1187330**

## **VOLUNTEER POLICY**

### *Introduction*

**Volunteering is the commitment of time and energy for the benefit of society and the community: the environment of individuals outside one's immediate family. It is undertaken freely and by choice without concern for financial gain.**

BURTON HOPE believes in the value of voluntary activity as an important expression of citizenship and an essential component of a free and democratic society. It supports and promotes volunteering in voluntary, statutory and community organisations. BURTON HOPE takes responsibility for ensuring that volunteers within its own organisation are appropriately involved, valued for their contribution and respected as colleagues.

**In issuing this volunteer policy BURTON HOPE wishes to:**

- Formally acknowledge and support the role of volunteers in its work
- Set out the principles governing the involvement of volunteers and provide a set of guidelines to ensure good practice in working with volunteers
- Encourage and enable, rather than restrict, the involvement of volunteers.

This volunteer policy and accompanying guidelines are intended for use by all BURTON HOPE volunteers. And volunteer managers, which ever role is undertaken.

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## **Volunteer Policy Statement**

### ***BURTON HOPE Equal Opportunities***

- As an employer and engager of volunteers BURTON HOPE is committed to a policy of equal opportunities. This principle will apply to service delivery, recruitment, promotion, training, facilities, procedures and all terms and conditions.
- Volunteers will be expected to adhere to BURTON HOPE Equal Opportunities Policy, a copy of which can be found within the BURTON HOPE Main Page on our website.

### ***Recruitment & Selection***

- Recruitment of volunteers will be from all sections of the community and will be in line with BURTON HOPE Equal Opportunities Policy.

### ***Information & Training***

- Volunteers will receive full information about their chosen area of work and will be given a clear idea of their responsibilities to BURTON HOPE
- Volunteers will be given induction and training in the specific tasks to be undertaken.
- Volunteers will be consulted in decisions which affect them.

### ***Support & Supervision***

- Volunteers will be assigned a named contact person for supervision and support.

### ***Problem-Solving***

- BURTON HOPE recognises that problems do arise, and we aim to identify and resolve these problems at the earliest stage. Volunteers who have a problem of any kind should discuss it in the first instance with their named contact person unless the complaint is about that person, member of the Committee or Trustee can be sought in this instance.

### ***Confidentiality***

- All Volunteers/Committee/Trustees will be bound by the same confidentiality conditions, whatever Role they hold within Burton Hope.

### ***Expenses & Insurance***

- BURTON HOPE will ensure that there is a clear and accessible system to enable volunteers to claim out of pocket expenses.

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- All Volunteers will be adequately covered by insurance while carrying out agreed duties. A copy of which will be made available if required.

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***Health and Safety***

- All volunteers are covered by the same health and safety policies and provisions as any paid staff.

***Relations with Paid Staff***

- BURTON HOPE is committed to ensuring that volunteers work complements the work of paid staff, (If any) and that it will not be used as a substitute for paid work.
- Steps will be taken to ensure that staff at all levels are clear about the roles of volunteers and to foster good working relationships between staff and volunteers.
- BURTON HOPE recognises the need for training for all those working alongside and managing volunteers.

***Costs***

- BURTON HOPE will endeavour to identify and cover the costs of involving volunteers and recognises the value of designated responsibilities within specific posts for the management of volunteers. Travel/Petrol expenses will be reimbursed if receipts are produced.

***References***

- On the basis of their voluntary work, volunteers will have the right to request a reference.

***Monitoring & Evaluation***

- BURTON HOPE will systemically monitor and evaluate its involvement of volunteers with reference to this Volunteer Policy.

***Review***

- This policy comes into force on ..... and BURTON HOPE commits itself to review the policy as and when changes in legislation or other factors make this necessary. The policy will be subject to a comprehensive review two years after its introduction. (Review date..... Sooner if anything changes)

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## **NOTE**

- Staff refers to paid staff and those undertaking placements with BURTON HOPE
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- This document refers to other policies which are available in BURTON HOPE'S Volunteer Handbook (when completed)
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## **VOLUNTEER GUIDANCE CODE OF CONDUCT**

**Volunteers are expected to uphold the good reputation of BURTON HOPE by working in a professional manner.**

**Safe Professional Boundaries must be kept when dealing with Vulnerable members of the public. All must be treated with respect and dignity by BURTON HOPE Personnel. and in a non-judgemental and none discriminatory way.**

**Swearing at other Volunteers or Service Users or Members of the Public is not acceptable at any time when representing BURTON HOPE.**

### **Personal/Sexual Relationships**

**Personal Relationships between service users and Volunteers are not permitted and to enter in a close personal /sexual relationship with a service user will result in instant dismissal.**

**Professional Working Relationship is one where volunteers do not allow their personal feelings or like/dislikes to influence their work and decision making. Good delivery of our service can be achieved based on the development of a balanced working relationship.**

**BURTON HOPE is committed to Safeguarding all volunteers and service users at all times.**

### **Volunteer Confidentiality**

**Volunteers personal details i.e. address and telephone numbers must NOT be given to service users. Nor must they be passed on by others.**

### **Favouritism.**

**This is" the unfair favouring of a person or group at the expense of another" Volunteers must not favour one individual or group as apposed to another. The quality and level of service and the amount of attention give to ALL must be consistent.**

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### **Elitism**

Volunteers must not present themselves as superior in any way, including morally. Team members must be prepared to apologise when and if necessary.

### **Alcohol/Drugs/Substance Misuse**

Volunteers must not consume or be under the influence of alcohol or misuse any substances whilst representing BURTON HOPE  
To do so will be treated as a disciplinary matter and may result in dismissal.

Burton Hope I.D. and High Visibility Clothing must be worn at Outreach or when collecting donations. (see Lone Working) Personal clothing must be appropriate for the Role undertaken.

Volunteers who have not been actively involved for a period of 14 weeks  
Will automatically cease to be a volunteer and will be removed from all chat pages and the BURTON HOPE Activists page.

### **Confidentiality**

Volunteers must always be aware of Confidentiality. Information heard must not be shared outside of the Organisation. Unless there is a Legal requirement. (Terrorism/Child Abuse)

Confidential Information within the Organisation will only be shared on the basis of necessity.

### **Health and Safety**

It is the responsibility of each Volunteer to look after their own Health and Safety and that of others within BURTON HOPE and to familiarise themselves of the Risk Assessments in Place

### **Conflict of Interest Professional or Personal**

Burton Hope accepts that our Volunteers may want or do work with other Voluntary Organisations. However, working with 'Like for Like' organisations (Homelessness) may cause some personal conflict with the volunteer. We therefore ask that Conflicts of Interest are declared at the outset.

Burton Hope accepts that volunteers may have personal issues which may result in Conflict of Interest. These will be treated with confidentiality at all times. Contact any Member of the Committee and Trustees.

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**Adopted by Burton Hope. ....**

**Signed .....**

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**Review date .....**

**Or sooner if anything changes.**

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## **Guidelines for Involving Volunteers**

*These guidelines are intended for use along with the policy statement. They give further detail on recommended good practice in the involvement of volunteers within BURTON HOPE*

### ***Preparation***

Prior to recruiting volunteers, Consultation within the Committee and Trustees to satisfy that there is a genuine need for more volunteers and to develop a clear description of their role. A contact person within the section proposing to involve volunteers should be identified and the staff time and expenses to train, support and reimburse volunteers determined.

### ***Recruitment***

- BURTON HOPE has an Equal Opportunities Policy and will prevent discrimination particularly on the grounds of gender, marital status, disability, race, colour, religious belief, political belief, sexuality, nationality, ethnic origin, age, trade union activity, responsibility for dependents or employment status. (See statement and policy for details)
- In order to reach a wide section of the community, recruitment should be by a variety of means.
- Positive action in recruitment may be used for specific voluntary tasks. For example, specific work with minority ethnic groups.

### ***Initial Contact***

- People interested in becoming volunteers with BURTON HOPE should be invited for an informal talk with the appropriate contact person. They should:
  - Be given written information to take away
  - Have all role's explained and how they fit in with BURTON HOPE 's overall aims and ethos
  - Have the next stages of becoming a volunteer with BURTON HOPE outlined
- If the volunteer wishes to proceed with the application at this stage, the volunteer should fill out an application form, give details of referees and sign the application form.
- If the volunteer is undecided, agree the next step e.g. for the contact person to phone the potential volunteer in a week's time. An invitation to Burton Hope should be offered.

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### *Selection*

- All volunteers should complete an application form. Two written references will be required. If the volunteer is to carry out specialised work (e.g. IT support) at least one reference should relate directly to this.
- If volunteers may be working with vulnerable people, or in positions of trust, they should be asked to provide information on their application form about any criminal convictions that they may have. Inform the applicant that DBS checks will be done at no cost to the applicant.
- All information should be dealt with in **the strictest confidence** and should not necessarily prejudice the person being accepted for voluntary work.

### *Records*

- Minimum details should be kept on volunteers. This will include the application form, references, placement details, relevant information regarding the person's health, correspondence and any other relevant information such as emergency contact details.
- Details kept of volunteers, will be kept for a period of 3 months and then destroyed if the volunteer leaves the organisation.
- Record keeping must be secure but accessible to other members of staff if you are absent.
- The Data Protection Act enables people to access information held about them.

### *Induction*

- Induction sessions should be provided for all new volunteers and should cover:
  - Role of volunteers
  - Responsibilities of volunteers
  - Arrangements for training, support and supervision
  - Contact person
  - Need for confidentiality
  - Ethos/values, etc
  - System for payment of expenses
  - Problem-solving procedures
  - Background to BURTON HOPE
  - Building orientation
  - Health and Safety/Managing Risk
  - Safeguarding/Designated Persons/Whistleblowing
- During induction, volunteers should receive the BURTON HOPE Volunteer Handbook. (To be Facilitated asap)

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### *Expectations of BURTON HOPE Volunteers*

- **BURTON HOPE should expect volunteers to:**
  - Participate in induction sessions
  - Comply with existing policies and procedures
  - Undertake voluntary work at agreed times
  - Inform relevant staff if unable to attend
  - Give some notice if unable to continue volunteering
  - Raise any issues of concern relating to their voluntary work with the contact person.
  - Agree with the aims and ethos of the organisation

### *Placement*

- Once a suitable voluntary placement has been identified, details about the frequency and length of commitment and nature of the voluntary activity should be determined and an established trial period agreed. (e.g. 3 Months)
- BURTON HOPE reserves the right to ask volunteers to leave and will give reasons in writing if requested.

### *Support, Supervision and Problem-Solving*

- Regular support/supervision should be available to each volunteer. The type and level of support will depend on the needs of the volunteer and the nature of their role. Full information on this will be provided during induction. (e.g. Supervision at the start of trial period to ensure Volunteer is aware of Role/Policies etc, then at the end of the trial period)
- Each volunteer should have a clearly identified supervisor who is responsible for the day to day management and guidance of the volunteer and who will be able to offer advice, support and feedback on a regular basis. In case that person is not available, volunteer should be given an alternative name for contact.
- Support prompt questions can be used if desired. A pro forma has been prepared.
- If a complaint about a volunteer arises, refer to the complaint's flowchart.

### *Expenses*

- The procedures for claiming expenses should be clear and accessible.
- All agreed out of pocket expenses will be reimbursed on production of receipts.
- The pro forma should be used and the supervisor should liaise with admin staff .

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***Insurance***

- It should be ensured that volunteers have appropriate insurance cover in terms of employers and public liability.
- A copy of the above can be seen if required.
- A copy of the Guidance Sheet to be given to each volunteer. The volunteer must read and sign to say that they have understood the Guidance Sheet. One copy of the signed sheet to be given kept by the Volunteer. One signed copy to be kept by Burton Hope . For their records. To be kept in a secure locked vessel.

Draft Copy January 2020

Adopted on.....

Chairpersons Signature.....

Trustees/Committee.....

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