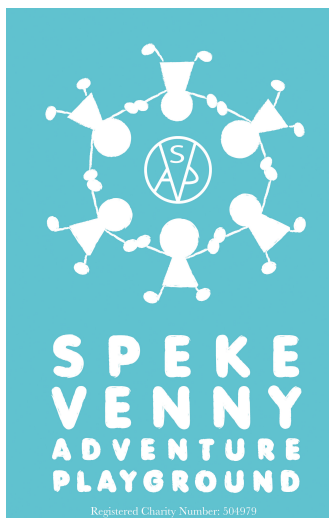


# Volunteering Policy



## 1.0 Definition

A volunteer is a person who gives freely of his/her time, skills and experience without expectation of financial reward. Volunteering can take many forms. Some tasks require particular skills whereas others require none. Volunteering may be for a limited time to complete a particular project or may be on an ongoing basis.

The management committee recognises the immense benefits that volunteers bring to Speke Adventure Playground and the bridges that they build between Speke Adventure Playground and the local community. In return Speke Adventure Playground hopes to give its volunteers an opportunity to exercise their skills in a different environment and to undertake new experiences.

## 2.0 Status of Volunteers

A volunteer is not an employee and will not have a Contract of Employment with Speke Adventure Playground. The management committee will agree a role with the volunteer and there will be an expectation that the volunteer will meet the role's requirements and that Speke Adventure Playground will provide work for the volunteer. However, the volunteer is free to refuse to fulfill the role and Speke Adventure Playground is not bound to provide the work. It is also expected that both the management committee and the volunteer will give as much notice as possible if unable to meet these expectations.

## 3.0 Volunteering Roles

Roles suitable for volunteers are identified by Line Managers, who will draw up a volunteer outline. This will set out the requirements of the role and the skills or experience needed, as well as any training that is required before the volunteering work is undertaken. Volunteers will not be used as substitutes for employees.

## 4.0 Recruitment

A person wishing to become a volunteer will be asked to complete a Volunteer Application Form. The applicant will be asked to identify areas in which he/she would like to volunteer. If the Venny is able to match the applicant to a suitable role, references will be required and, the prospective volunteer will be required to undergo a Criminal Records Check.

## 5.0 Volunteering Agreement

The volunteer will be invited to enter into a volunteering agreement with the Association.

This agreement will identify:

- the volunteer's role;
- the training that the volunteer is expected to undertake;
- the expenses that Speke Adventure Playground will pay to the volunteer;
- the insurance cover that will be provided for the volunteer;
- who will supervise the volunteer; and
- the notice that will be given to a volunteer if his/her role is to come to an end.



## **6.0 Training**

The Association will provide any training required for the role, including health and safety training.

## **7.0 Health and Safety**

Speke Adventure Playground has a responsibility for the health and safety of volunteers. Volunteers should at all times follow Speke Adventure Playground's health and safety policies and procedures. Volunteers have a duty to take care of themselves and others who might be affected by their actions. Volunteers should not act outside their authorised area or work. Volunteers should report all accidents to their Line Manager.

The Association will provide volunteers with appropriate guidance on any health and safety issues that arise.

## **8.0 Recompense**

Volunteers are unpaid. However, Speke Adventure Playground will reimburse volunteers for travel and subsistence expenses.

## **9.0 Policies and Procedures**

Volunteers are expected to comply with all Speke Adventure Playground's policies while they are on its premises or undertaking any of their volunteering duties. Their induction will include an explanation of these policies and procedures.

## **10.0 Insurance**

The Venny will ensure that volunteers are covered for insurance purposes in respect of personal injury. Speke Adventure Playground will also ensure that volunteers are provided with professional and public liability insurance. The insurance will not cover unauthorised actions or actions outside the volunteering agreement.

## **11.0 Confidentiality**

Volunteers are likely to become aware of confidential information about the Venny, its staff, customers and suppliers. Volunteers should not disclose this information or use it for their own or another's benefit without the consent of the party concerned. This does not prevent disclosure once the information is in the public domain (unless it has been made public as a result of the volunteer's breach of confidentiality) or where the law permits or requires disclosure.

## **12.0 Supervision**

A Line Manager will be appointed to support and manage the volunteer. The Line Manager will review the arrangements after three months and thereafter on a regular basis. If the volunteer has any queries or would like to change his/her role this should be discussed with the Line Manager.



### 13.0 Dealing with Problems

The Line Manager will normally try to solve any problems informally, but if this is not possible the formal complaints system will come into operation.

If the volunteer wishes to make a formal complaint he/she should put the complaint in writing to his/her Line Manager. If it is not possible to reach a solution the volunteer may raise the matter with the management committee.

If a complaint is made about a volunteer, this will be notified to him/her in writing and the Line Manager will decide whether any action should be taken. If the volunteer is dissatisfied with the decision he/she may raise it with the management committee.

### 14.0 Volunteer's Pack

On commencing his/her volunteer work, the volunteer will be given a pack containing:

- general information about Speke Adventure Playground;
- a copy of this volunteering policy;
- a standard volunteering agreement;
- details of where he/she can access the Venny's policies and procedures.

