



**REGISTERED NUMBER CIC 11373253**  
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# **Volunteer Policy and Guidance**

Title of Policy: Volunteer Policy & Procedures  
Effective Date: February 2020  
Review Date: February 2023  
Policy Number: 1  
Policy Authorised by: Nicola Williams

## **Introduction**

Allsorts Support Services shall be known as the Organisation throughout.

We recognise the added value that volunteers bring to our organisation and those who use the services. Volunteer involvement in this Organisation does not replace or devalue the role of paid staff.

Within this Organisation volunteers are involved in:

- The Management Committee
- List of roles undertaken by volunteers

The Organisation aims to have a reciprocal and beneficial relationship with our volunteers; with their involvement informing and developing our work, and our work enabling individuals to learn skills and achieve personal development through their volunteering.

The involvement of volunteers will be guided by the following principles in good practice:

- the tasks to be performed by volunteers will be clearly defined, so that everyone is sure of their respective roles and responsibilities;
- the Organisation will comply with Data Protection in the use of data held on all volunteers;
- volunteering opportunities will compliment rather than replace the work of paid staff;
- volunteers will be provided with regular opportunities to share ideas/concerns with their Manager, Nicola Williams;
- all existing and future policies will be checked as to how they affect volunteers.

## **The Purpose of this Policy**

By adopting this policy the Organisation aims to:

- highlight and acknowledge the value of the contribution made by volunteers;
- reflect the purpose, values, standards and strategies of the organisation in its approach to involving volunteers;
- recognise the respective roles, rights and responsibilities of volunteers;
- confirm the Organisation's commitment to involving volunteers in its work;
- establish clear principles for the involvement of volunteers; and
- ensure the ongoing quality of both the volunteering opportunities on offer and the work carried out by our volunteers.

This policy provides an overview of the activities carried out by volunteers currently and provides a basis for the expansion, if required, for the role of volunteers alongside paid staff. This document provides a framework for the involvement of volunteers.

### **Recruitment and Selection**

The Organisation will adhere to its equalities and diversity policy when recruiting and selecting volunteers. All potential volunteers will be asked to complete an application form. Where there is specific training required this will be highlighted as part of the recruitment process. Where there is a requirement for a Disclosure Check this will be highlighted as part of the recruitment process. All volunteers will be required to provide 2 references.

Where individuals cannot be placed, we will endeavour to refer them to another Organisation who may be able to support them to find a volunteering opportunity.

### **Support and Supervision**

Once placed, we will expect Volunteers to comply with existing policies and procedures. All volunteers are covered under the Organisation's Public Liability Insurance.

All volunteers will have an induction to their volunteering which will involve reading the relevant policies and procedures. Following induction, volunteers will have regular support and supervision meetings with Nicola Williams to identify areas of development, or to discuss any issues. A record of these discussions will be held as part of the individual volunteers' records. Volunteers can have access to their records at any time.

Volunteers will be able to claim reasonable "out of pocket" expenses (as agreed at interview) by completing an expenses claim form. Volunteers should discuss any planned expenditure prior to incurring these expenses to ensure they will be covered by the Organisation.

Where volunteers have holidays or other commitments which mean that they cannot attend their normal volunteering, they should advise Nicola Williams to ensure alternatives can be arranged. If volunteers require a longer break from their volunteering, they should discuss this with Nicola Williams. The Organisation will endeavour to be as flexible as possible to accommodate the needs of volunteers.

Volunteers can access learning and development opportunities which are relevant to their volunteering role throughout their time with the Organisation. Opportunities for Learning and Development will form part of the discussions at support and supervision sessions.

### **Problem Solving**

Where a concern is highlighted – either by a volunteer or about a volunteer, this will be dealt with using the Organisation's Disciplinary, Grievance and Dismissal Policy.

### **Responsibility**

Overall responsibility for the implementations, monitoring and review of this policy and procedures lies with the Policy Coordinator, Management Board and Managing Director. Implementation and adherence to this policy is the responsibility of all staff and volunteers within the Organisation.