



HOLMFIRTH TECH LTD

VOLUNTEERING POLICY

Version Date 20 November 2018

Introduction

This volunteer policy sets out the principles and practice by which we involve volunteers and is relevant to the staff, volunteers and Directors of Holmfirth Tech Ltd. It aims to create a common understanding and to clarify roles and responsibilities to ensure the highest standards are maintained in relation to the management of volunteers.

Our commitments

We recognise volunteers as an integral part of Holmfirth Tech. Their contribution supports our mission and strategic aims, and complements the role of paid staff. We aim to encourage and support volunteer involvement to ensure that volunteering benefits the organisation, its clients and the volunteers themselves.

Appropriate steps will be taken to ensure that paid staff are clear about the role of volunteers, and to foster good working relationships between paid staff and volunteers. Volunteers will not be used to replace staff.

We are committed to offering a flexible range of opportunities and to encouraging a diversity of people to volunteer with us, including those from under-represented groups such as youth, people with a disability, older people and people from black and minority ethnic communities.

We recognise that there are costs associated with volunteer involvement and will seek to ensure adequate financial and staffing resources are available for the development and support of volunteering.

We recognise that people have a right to participate in the life of their communities through volunteering and can contribute in many ways. We recognise our responsibility to organise volunteering efficiently and sensitively so that the valuable gift of the volunteer's time is best used to the mutual advantage of all concerned.

Who is a volunteer?

Volunteers are individuals who undertake activity on behalf of Holmfirth Tech Ltd, unpaid and of their own free choice. This means the activity:

- is undertaken freely, by choice
- is undertaken to be of public or community benefit
- is not undertaken for financial gain

Work experience placements and internships are not the same as volunteering.

Directors are volunteers with responsibility for governance of the organisation.

Volunteers may be involved on a one-off or short-term activities or on a longer term, regular basis. They may be involved:



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- in the direct delivery of our activities, events and operations
- on our board of Directors and as trustees of the charity
- in raising awareness of our work in the local community
- in one off and promotional events and activities

Volunteers are valued for:

- bringing additional skills and new perspectives to Holmfirth Tech Ltd
- enabling us to be more responsive and flexible in our approach
- championing our cause within the wider community
- enhancing the quality of our work and of the experience of our users
- promoting the wellbeing of users of services, staff, local people and themselves.

Standards of good practice

We strive to make use of best practice as defined by external quality standards, within the confined of our resources.

We actively encourage feedback from our volunteers and will make improvements to our practice in light of their comments and those received from other users of our services.

Roles and responsibilities

The Volunteer Co-ordinator is responsible for the development and co-ordination of Holmfirth Tech Ltd's voluntary activity, including monitoring the implementation of the volunteering and related policies and procedures and the welfare of volunteers.

The Directors are responsible for determining the policies and ensuring that they are fully implemented.

All volunteers will have a designated person to whom they can call on for guidance, support and supervision.

The volunteer role is based on trust and mutual understanding. There is no enforceable obligation, contractual or otherwise, for the volunteer to attend or to undertake particular tasks or for the organisation to provide continuing opportunities for voluntary involvement, provision of training or benefits.

However, there is a presumption of mutual support and reliability. Reciprocal expectations are acknowledged – both of what Holmfirth Tech Ltd expects of volunteers and what volunteers expect of the organisation.

Holmfirth Tech Ltd expects volunteers:



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- to be reliable and honest
- to uphold its values and comply with its policies and procedures
- to make the most of opportunities given, e.g. for training and support
- to contribute positively to Holmfirth Tech Ltd's aims and avoid bringing it and The Tech into disrepute
- to carry out tasks within agreed guidelines

Volunteers can expect:

- to have clear information about what is and is not expected of them
- to receive adequate support and training
- to be insured and to volunteer in a safe environment
- to be treated with respect and in a non-discriminatory manner
- to receive out of pocket expenses
- to have opportunities for personal development
- to be recognised and appreciated
- to be able to say 'no' to anything which they consider to be unrealistic or unreasonable
- to know what to do if something goes wrong

Recruitment and selection

Equal opportunities principles will be adhered to in recruiting volunteers. Opportunities will be widely promoted to attract interest from people from the diverse range of backgrounds found in the area. Positive action to target recruitment may be used where appropriate. Online application is encouraged but non-digital methods of application are also available.

Information will be made available to those enquiring about volunteering, including written role outlines which describe the purpose of the role, key tasks and skills required.

A risk assessment will be undertaken on all volunteer roles.

Recruitment will usually involve an informal discussion with a Director, completion of an application form and the provision of references. The process will be defined and consistent for any given role. Thus, the recruitment process for Directors, regular volunteers and for volunteers for one off events will be tailored for each case and may differ from one another.

Where applicants are not able to be placed in their preferred role, they will be provided with feedback and given the opportunity to discuss alternative volunteering roles, or signposted to the local volunteer centre.

For roles which involve sustained and direct contact with young people or adults at risk, volunteers will be required to have a full DBS disclosure check which will be arranged by Holmfirth Tech Ltd. DBS disclosures are dealt with in the strictest confidence. A criminal record is not necessarily a bar to volunteering but may limit the volunteering roles an individual is able to occupy.



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Induction and training

Volunteers will be given induction and training appropriate to the specific tasks to be undertaken. All volunteers will be trained to follow the health and safety and safeguarding policies.

Support and supervision

Volunteers will be offered support and supervision as appropriate and this is discussed during induction. Arrangements vary according to the volunteer and the role undertaken, and may include telephone support, group meetings or one to one reviews.

Recognition

Volunteers will be given the opportunity, where relevant, to share their views and opinions with Holmfirth Tech Ltd's other volunteers, staff, activity leaders and Directors at regular meetings or on a one to one basis with a Director, if this is more appropriate for the individual volunteer.

Formal recognition of the contribution of volunteers is expressed through annual reports, website articles, social media, and during Volunteers' Week award celebrations.

Dealing with problems

Holmfirth Tech Ltd is committed to treating all volunteers fairly, objectively and consistently. It aims to ensure that volunteers' views are heard, noted and acted upon promptly.

We will attempt to deal with any problems informally and at the earliest opportunity. All volunteers will have a named person to whom they can turn in the case of any difficulty.

Where informal resolution is not possible, a Director will need formally with the volunteer so the matter can be discussed fully and in confidence. If necessary an investigation will be made and the findings shared with the individual volunteer.

Volunteers will be made aware of Holmfirth Tech Ltd's complaints policy and how to use it. They will also be made aware of how inappropriate behaviour by volunteers will be addressed during the induction training.

Expenses

Volunteers will be given clear information about what expenses can be claimed and how to make a claim.

Moving on

When volunteers move on from volunteering with us they will be asked to provide feedback on the volunteering experience by way of an exit questionnaire. They will also be given the opportunity to discuss their responses to the questionnaire more fully.

Volunteers who have been with Holmfirth Tech Ltd for at least three months will have the right to request a reference. Volunteers will be supported to move on to other options.



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Other relevant documents

Holmfirth Tech Ltd has adopted other policies which are relevant to volunteers. These are available on its web site.