
VOLUNTEERING POLICY

Last Updated: 14/05/2019

Definition

Volunteers can be described as people who put their experience, knowledge and skills at the disposal of an organisation, free of charge, with the primary aim of helping the organisation to achieve its service objectives and/or with the aim of bringing benefit to the local community. Volunteers will be officially accepted and welcomed into the organisation.

Process for Recruitment of Volunteers

Spring Educational Society recruit volunteers by raising awareness in the local communities and members. Volunteering opportunities are also advertised on our local boards at each Branch for wider visibility for our customers, serving communities.

Spring Educational Society select volunteers using the following process:

- Prospective volunteers will be invited to an interview with the recruiting manager to discuss the role description, terms and conditions and specification of relevant experience etc prior to appointment of the volunteer.
- In order to facilitate a clear understanding on both sides, the following information about the opportunity will be given to prospective volunteers:
 - A role description, outlining the specific tasks, responsibilities and reporting procedure for the volunteer.
 - Terms and Conditions, including the duration, hours, expenses, insurance, training etc relating to the placement.
 - A specification outlining the relevant experience, skills, knowledge and abilities required to carry out the role effectively.
 - A copy of the Spring Educational Society Equality and Diversity Policy.

The prospective volunteer will be asked to provide following details:

- Provide contact details.
- Provide information about experience, skills, knowledge and interests.
- Provide information about residence status of the applicant.
- Introduce discussion about any difficulties/barriers they may perceive to their becoming volunteers with the organisation.

If the prospective volunteer is deemed to be unsuitable for the opportunity, they will be offered a 'debrief' when reasons for the decision will be explained to them.

(Prior to commencement of their placement at Spring Educational Society, successful volunteers may be asked to provide information to enable a Criminal Records Bureau check to be obtained.)

If the applicant is deemed to be suitable, then they will be asked to sign "Volunteer Agreement" signed by both parties. Recruiting manager saves relevant documentation to following online folder:

"OneDrive - Spring Educational Society (SES)\SES\Staff\Volunteers\"

Prior to commencement of their placement at Spring Educational Society, successful volunteers shall be formally allocated to a named employee who will manage/supervise the volunteer. The manager's responsibilities will include ensuring that the volunteer receives the following:

- A planned induction to the organisation, including appropriate forms i.e. expenses claim forms etc.
- Copies of all the organisation's policies that are relevant to the volunteering role.
- Regular support and supervision sessions.
- Positive feedback on their contribution.
- Adequate accommodation, equipment and services to enable them to perform their tasks effectively.
- Lines of communication – should operate in both directions both formally and informally. Volunteers should be consulted regarding decisions that would substantially affect the performance of their duties.

Spring Educational Society expects volunteers to:

- Be clear about the number of hours per week they wish to work
- Arrange times of volunteering and arrive on time and be reliable and regular
- Inform relevant member of staff if going to be late or absent.
- Attend supervision and training events when required
- Follow the procedures and policies of the organisation
- Treat staff members, other volunteers and service users with respect
- Help the organisation to work towards its aims and objectives

- Perform agreed duties
- Report any accidents to a member of staff
- Respect confidentiality
- Consult the appropriate person if in need of help or guidance.
- To claim for their out of pocket expenses

Expenses

Volunteers of Spring Educational Society are entitled to out-of-pocket expenses or travel expenses.

Equality of Opportunity

Spring Educational Society recognises that the activity of volunteering can provide a volunteer with experiences and opportunities for self and career development. In accordance with Spring Educational Society Equality and Diversity Policy, volunteer placements will be open to individuals irrespective of race, gender, disability, sexuality, age or marital status.

Confidentiality

- Volunteers should regard all information as confidential and it must not be passed on to a third party and must adhere to Spring Educational Society Data Protection policy.
- Volunteers should always use the business address to correspond with clients and must not give their personal details.
- Spring Educational Society will do their best to safeguard any information retained (application forms etc.)
- Volunteers have the rights to access their own records. Organisations must on written request; supply a copy of any information kept about a person.

Insurance

Volunteers are only covered whilst they are engaged in activities on Spring Educational Society behalf.

Termination

Spring Educational Society represented by the General Manager or appropriate Manager, can, where appropriate, terminate the placement of the volunteer by giving one week's notice in writing. Should the volunteer wish to be debriefed on their termination they may request a meeting with the manager and/or General Manager.

Resignation

Volunteers of Spring Educational Society can, where appropriate, resign from their role as a volunteer by giving one week's notice in writing.

Discipline and Grievance Procedure

Volunteers of Spring Educational Society in case of any dispute will have access to the organisation's Discipline and Grievance Procedure, and will be subject to its procedures.

Monitoring and Review

The management team, with adequate consultation of the Board of Trustees, will regularly review the operation of this policy.