

Volunteer Policy

Introduction

The Peel exists to build a Connected Community. We do this by

- helping children living in poverty to improve their life chances by connecting them and their families with others in the community
- helping older people who are lonely or at risk of isolation to become active citizens by connecting them with others in the community
- providing opportunities for residents to participate in activities through which they can make acquaintances across divides, for mutual benefit

In line with this mission The Peel seeks to involve volunteers to ensure our services meet the needs of the people who use them and to provide opportunities for residents to interact with each other.

Principles

This Volunteering Policy is underpinned by the following principles:

- The Peel will ensure that volunteers are properly integrated into the organisational structure and that mechanisms are in place for them to contribute to The Peel's work
- The Peel does not aim to introduce volunteers to replace paid staff
- The Peel expects that staff at all levels will work positively with volunteers and, where appropriate, will actively seek to involve them in their work
- The Peel recognises that volunteers require satisfying work and personal development and will seek to help volunteers meet these needs, as well as providing the training for them to do their work effectively.

Practice guidelines

The following guidelines deal with practical aspects of the involvement of volunteers.

Recruitment

- A volunteer role description will be created for all volunteering opportunities. This will be agreed by the CEO.
- All potential volunteers will complete an application form.
- All prospective volunteers will be interviewed to find out what they would like to do, their skills, suitability and how best their potential might be realised.
- We will obtain a reference from a suitable person (excluding relations) attesting to their suitability to volunteer with The Peel.
- We will obtain relevant DBS or other regulatory required evidence of suitability

Volunteer agreements and voluntary work outlines

Each volunteer will have a volunteer agreement establishing what The Peel undertakes to provide them. In addition they will agree to a written outline of the specific work they will be undertaking. Neither of these documents is a contract; The Peel has no intention of creating a contract with any volunteers.

Expenses

All volunteers will have their travel & lunch expenses reimbursed.

Induction and training

All volunteers will receive an induction into The Peel and their own area of work. Training will be provided as appropriate.

Reward and recognition

The Peel will hold an annual event to thank volunteers for their efforts.

Support

All volunteers will have a named person as their main point of contact. They will be provided with a planned induction, regular face to face meetings to feedback on progress, discuss future development and air any problems.

The volunteer's voice

Volunteers are encouraged to express their views about matters concerning The Peel and its work principally through support sessions with their point of contact.

Insurance

All volunteers are covered by The Peel's insurance policy whilst they are on the premises or engaged in any work on The Peel's behalf.

Health and safety

Volunteers are covered by The Peel's Health and Safety Policy, a copy of which is given to all volunteers as part of their induction.

Equality and diversity

The Peel operates an equality and diversity policy in respect of both paid staff and volunteers. A copy of the policy is given to all volunteers as part of their induction. Volunteers will be expected to have an understanding of and commitment to our equality and diversity policy.

Problem solving

If problems arise, volunteers will not be subject to The Peel's disciplinary procedure nor will they have access to Peel's grievance procedures. Instead, they will be entitled to use the Peel's complaints procedure.

Confidentiality

Volunteers will be bound by the same requirements for confidentiality as paid staff as detailed in The Peel's privacy policy which is given to all volunteers as part of their induction.

Child protection and safeguarding

All volunteers will be expected to have an understanding of and a commitment to the values that underpin The Peel's Child Protection and Safeguarding Adults policies. Both of these policies will be given to volunteers as part of their induction. Child protection and safeguarding will be a standing item on support sessions with volunteer.

Volunteers who will be undertaking tasks with children or adults who might be at risk of abuse will undertake training on safeguarding children and adults and will attend refresher training every three years.

Monitoring and review

The CEO will produce an annual report for trustees reviewing the operation and effectiveness of The Peel's work with volunteers including an assessment of matters relating to The Peel's equal opportunity policy.

Date agreed

Date to be reviewed: October 2021