

## **Cantley Staithe Charitable Association**

### **Volunteer Policy**

#### Introduction

This volunteer policy sets out the principles and practice by which we involve volunteers and is relevant to staff, volunteers and trustees within the organisation. 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 the organisation. 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 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 our organisation, unpaid and of their own free choice.

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

- in the direct delivery of our services
- on our board of management as trustees
- in community engagement to raise awareness of our work
- in one off events and promotional activities

Volunteers are valued for:

- bringing additional skills and new perspectives to the organisations
- 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 client experience
- promoting the wellbeing of users of services, staff, local communities and themselves.

#### Roles and responsibilities

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 the organisation expects of volunteers and what volunteers expect of the organisation.

The organisation expects volunteers:

- to be reliable and honest
- to uphold the organisation's values and comply with organisational policies
- to make the most of opportunities given, eg for training
- to contribute positively to the aims of the organisation and avoid bringing the organisation 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 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

#### Recognition

Volunteers will be given the opportunity, where relevant, to share their views and opinions with the organisation's wider staff, at Trust meetings etc.

#### Dealing with problems

The organisation aims to treat all volunteers fairly, objectively and consistently. It seeks 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, the organisations Complaints Policy will be adhered to.

Volunteers will be made aware of the organisation's complaints policy and how to use it. They will also be made aware of how inappropriate behaviour by volunteers will be addressed by the organisation.