**Volunteer Policy**

1. **Aims**
   1. We believe that volunteers:
      1. are vital to the operation and development of our services;
      2. bring enthusiasm, skills and new perspectives to enhance our services;
      3. undertake their work not in return for payment but by choice;
      4. should receive equal treatment, respect and appreciation for their contribution.
   2. We aim to:
      1. promote excellence in service provision;
      2. maximise the quality of our volunteers’ experience;
      3. ensure that unpaid work undertaken by volunteers does not affect their income from benefits.
2. **Scope**
   1. This policy applies to volunteers working in our Toy Library premises and to any other volunteers working to support our services.
   2. Volunteers do not have the same employment rights as staff but we aim to treat them fairly and consistently;
   3. Voluntary activity complements the work of paid staff and does not threaten the livelihood of paid staff.
3. **Areas of Relevance**

Toy Library

3.1 Volunteers are employed on tasks such as:

* + 1. cleaning, checking, mending and shelving toys, undertaking office tasks, selling toys, registering new members, issuing toys and mobility equipment to members, giving induction to users in the operation of electric vehicles, running library sessions, assisting in organised play activity, fundraising and outreach and as Trustees and Management Committee members.
  1. These activities are described in volunteer role descriptions and in detailed procedures.

1. **Procedure**
   1. We undertake to:
      1. advertise volunteering opportunities online and in a way which is accessible to large sections of the community;
      2. offer a clear and non-discriminatory recruitment process;
      3. provide the volunteer with an outline of the volunteering opportunity and the time commitment, including arranging interviews to suit them;
      4. ask them to provide references and to state whether they have relevant criminal convictions. It is a breach of our Agreement with a volunteer not to disclose relevant convictions and if that is the case, we reserve the right to ask them to leave.
      5. provide volunteers with a role description which complements that of paid staff and keep them informed of any decisions which affect them; they are entitled to refuse any tasks outside their role description or agreed working hours;
      6. induct, supervise, support and train them appropriately;
      7. enable volunteers to feel able and safe to communicate their ideas and opinions about the Toy Library and the Shopmobility service as well as any serious concerns or complaints, to the Toy Library Manager and, if not satisfied, to the Chair of the Trustees;
      8. address the resolution of problems between volunteers, staff, members and others as soon as possible or at the next Management Committee meeting;
      9. address the formal complaints of volunteers through the procedure in our Complaints Policy;
      10. protect them with our insurance cover for public liability and personal accident while on our premises. They will need to contact their own insurance company if using their car in connection with voluntary work;
      11. provide them with a reference when reasonably required.
2. **Monitoring and Review**
   1. A designated Management Committee member is responsible for monitoring volunteering matters and for reporting with recommendations at least annually.
3. **Responsibilities**
   1. Volunteers are expected to:
      1. be reliable in their commitment and inform the Toy Library Manager as early as possible if unable to attend or to continue;
      2. fulfil their role description and agreement and uphold service delivery decisions;
      3. ensure all tasks are completed properly;
      4. attend assessment and other work-related meetings;
      5. act in a way that is not discriminatory towards staff, other volunteers and members of the public;
      6. respect confidentiality.
   2. The Toy Library Manager is responsible for:
      1. reviewing volunteer role descriptions and assisting with recruitment;
      2. requesting Disclosure and Barring Service (DBS formerly CRB) record checks;
      3. the induction, supervision, training and assessment of volunteers;
      4. meeting with each volunteer at regular intervals, on an informal basis, to assess and review their work. Details of this assessment will be provided in advance;
      5. keeping volunteers informed about decisions and developments related to their work;
      6. considering suggestions from volunteers and for first stage resolution of concerns or complaints.
   3. The Management Committee is responsible for:
      1. this policy and its implementation and review;
      2. the recruitment of volunteers, including checking their references;
      3. the final resolution of concerns or complaints;
      4. maintaining adequate insurance cover for employees and volunteers;
      5. displaying a current certificate of employee insurance cover.
4. **Related Documents**

General Guidance for Volunteers

Volunteer application form

Volunteer reference forms

Volunteer agreement

Code of Conduct for Staff and Volunteers

Disclosure and Barring Service form

Complaints Policy

Equalities Policy

Health and Safety Policy

Health and Safety Guidance for Staff and Volunteers

Lone Worker Policy

Lone Working Guidance for Staff and Volunteers

Privacy and Data Protection Policy

**Adopted:**

**Reviewed:**

**Date of next review:**