

Volunteer Policy 2018

Purpose of this policy

The Volunteer Policy identifies and sets out the principles by which WE ARE THRIVE works with volunteers, the benefits it gains from its volunteers and benefits that volunteers expect to gain.

We Are THRIVE wishes to actively promote, encourage and recognise the importance of volunteering in the community and by encouraging and enabling its volunteers to participate in local activities:

- We are able to reinforce WE ARE THRIVE's commitment to volunteering
- We are able to support a volunteer's personal and professional development
- We are able to deliver tangible benefits in the local community

This policy sets out the minimum standards for recruitment, induction and appointment of volunteers to ensure that both volunteer and WE ARE THRIVE expectations are met. It provides for fair and equal treatment of its volunteers.

Who the policy applies to

The policy is for staff that work with, and provide support to, volunteers within WE ARE THRIVE and for volunteers themselves. It is useful for organisations and individuals with whom WE ARE THRIVE has partnership relationships.

Who are WE ARE THRIVE volunteers?

A WE ARE THRIVE volunteer is someone who freely chooses to give their time to undertake tasks and activities to help achieve its aims, without payment or the expectation of payment. The arrangement is voluntary on both sides. Either party can bring this to an end.

Three main types of volunteer:

1. **Office** - those involved in office-based work supporting the front-line work of WE ARE THRIVE
2. **Ambassadors** – those involved in representing WE ARE THRIVE through a wide range of opportunities, acting as role models and inspiring others.
3. **Fundraising** - those who give their time to deliver a specific activity to an agreed fundraising target or level of expectation.

WE ARE THRIVE seeks and values the following attributes that volunteers bring:

- A genuine interest in helping people
- A non-judgemental attitude
- A willingness to listen
- Understanding, commitment and reliability

Equality and Diversity

WE ARE THRIVE is committed to building a diverse organisation that is responsive to the needs of families and young people and our stakeholders. WE ARE THRIVE is also committed to equal opportunities at all stages of recruitment and selection. Short-listing, interviewing and selection of volunteers will always be carried out in line with our Equal Opportunities policy.

The value and benefits that volunteers bring to WE ARE THRIVE

WE ARE THRIVE recognises that volunteers are an enormous resource in helping to meet its aims. They bring a wealth of expertise, knowledge, experience and skills to WE ARE THRIVE. Specifically, volunteers:

- Offering both understanding and support to families and young people
- Enrich the quality of programme delivery
- Provide a unique and different interaction opportunities with families and young people
- Provide contacts and networking opportunities that help promote and raise the profile of WE ARE THRIVE
- Provide an interface between WE ARE THRIVE and the local community

The benefits to a volunteer of supporting WE ARE THRIVE

Supporting WE ARE THRIVE provides volunteers with:

- The ability to make a difference to the lives of individual families and young people, and thereby contributing to society as a whole
- An opportunity to be part of a local CIC
- Personal development opportunities and experiences
- Networking opportunities and interaction with other volunteers, supporters and WE ARE THRIVE therapists and staff.

Safeguarding Children & Vulnerable Adults

WE ARE THRIVE takes safeguarding very seriously and our policy dictates how we aim to protect individuals, families and vulnerable adults.

Recruitment and appointment of new volunteers

WE ARE THRIVE requires the completion of an application form to collect information on all prospective volunteers. Additionally, all volunteers will be formally interviewed to provide relevant information and explore their aspirations and the experience they can bring to WE ARE THRIVE. It is important for all involved to appreciate that the interview is not a competitive process, and the sole selection criteria is suitability for the role. Written references will be required and taken up to help confirm suitability for volunteering and for specific roles.

A DBS check is required for volunteers undertaking 'regulated activity'. Having a criminal record will not necessarily bar someone from volunteering with us. This will depend on the nature of the position and the circumstances and background of their offence.

Training

To ensure that volunteers are appropriately equipped for their role each volunteer must undergo the appropriate induction and training process prior to appointment. As a



minimum all volunteers are expected to complete the 'Introduction to WE ARE THRIVE' and are to be offered the opportunity to attend a refresher training session at least once a year.

Only when the selection process, background checks and training have been completed fully, and it is agreed that the person is suitable for the role, can a volunteer be appointed. All volunteers must sign the Induction Form that outlines what is expected from the volunteer and what they can expect from WE ARE THRIVE. In commencing their role, the volunteer commits to the aims, values and key policies of WE ARE THRIVE. They also commit to delivering the key tasks outlined in the relevant role description.

Management and support of volunteers

Each volunteer will be provided with relevant management and support. This will include regular, appropriate and mutually agreed supervision and the volunteers will be offered an annual review, which offers the opportunity to discuss their role, share feedback and identify individual development and support needs.

WE ARE THRIVE will also provide appropriate recognition and occasions to celebrate volunteers and their work, on an individual and group basis, according to specific role(s), commitment and length of service. WE ARE THRIVE also promotes National Volunteers' Week each year (usually taking place in June).

WE ARE THRIVE has a procedure to help resolve any type of problems that arise – all of which is covered by the Complaints Policy - and will be carried out by an appropriate person to ensure fair and equitable treatment of volunteers. Volunteers cannot commit WE ARE THRIVE to expenditure, e.g. events, contracts, expenses other than those previously agreed with management.

Health and Safety

WE ARE THRIVE will ensure that all volunteers are provided with the appropriate information, supervision and training required to enable them to complete voluntary work safely. This includes providing suitable systems and procedures and guidance is outlined in The Health and Safety Policy.

Volunteers must take reasonable care of themselves and others while volunteering for WE ARE THRIVE, and follow any health and safety advice and instruction given for their role. Volunteers should co-operate with WE ARE THRIVE on health and safety matters, and immediately report accidents/incidents (including near misses – accidents/incidents that may have led to injury). Volunteers should not intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare.

WE ARE THRIVE has a duty of care to volunteers to ensure they are supported in their role, if a volunteer finds themselves in a situation which is a threat to personal safety, their first point of contact should be one of the named WE ARE THRIVE staff. (this procedure is also covered during volunteer induction training)

Expenses

WE ARE THRIVE endeavours to reimburse volunteers reasonable out-of-pocket expenses, However, the decision to reimburse expenses is made at the discretion-of the office management.

Insurance

WE ARE THRIVE provides Employers Liability, Public Liability and Professional Indemnity cover for all volunteers whilst working on Trust activities.

WE ARE THRIVE does not provide motor insurance cover.

Volunteers will be asked to sign the relevant section on the Expenses form to confirm that they have agreed their driving on WE ARE THRIVE business with their insurers before we can reimburse mileage costs.

Confidentiality, Copyright and Data Protection issues

All volunteers are required to comply with WE ARE THRIVE Confidentiality Policy with regard to their dealings with families and young people, and to keep confidential any WE ARE THRIVE information they become aware of through their volunteering that is not in the public domain. Volunteers are required to assign copyright to WE ARE THRIVE of any work produced as a part of their volunteering role or activity.

WE ARE THRIVE in complying with *The General Data Protection Regulation 2018*, will treat in confidence the information it holds about volunteers. The information will be held while there is a legitimate business purpose for doing so. Volunteers have the right to request to see all the information held about them by WE ARE THRIVE.

Volunteer information, such as application forms, references and any reports regarding conduct concerns, will be stored in a safe and secure (encrypted) location

Leaving WE ARE THRIVE

Volunteers are free to cease volunteering with WE ARE THRIVE at any time, although, wherever possible, an agreed period leading up to this point would be helpful in order to give WE ARE THRIVE time to make any alternative arrangements required. It is possible that there may also be times when WE ARE THRIVE will ask a volunteer to cease volunteering Wherever possible we will offer the volunteer the opportunity to feedback before leaving their role, and ensure they are appropriately thanked for their support.

Volunteer Feedback

We provide a range of opportunities for volunteers to offer feedback on our processes, support and work. These are inclusive of supervision and annual review. Should a volunteer wish to make a complaint, they are invited to put their complaint in writing and this will be given to the relevant member of WE ARE THRIVE and responded to within 14 days.

Signed:

L.J.Jeremy

Date: 1st November 2018