

**Volunteer Policy**

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## Introduction

This policy has been written to clarify the aims and values of our organisation and the role that volunteers have in it. Volunteers should know what they can expect from their volunteering and what we, as an organisation, expect from them in return.

The main objectives of the Sanday Development Trust are to create an economically prosperous, sustainable community that is connected to the wider world, but to remain a safe, unspoilt environment where people are proud to live, able to work, to bring up and educate their children, to fulfil their own hopes and ambitions, and to grow old gracefully, enjoying the quality of life that is second to none.

Involvement of volunteers in this process will allow for a more inclusive approach to these objectives.

## Definition

A volunteer is someone who puts their skills, knowledge and experience at the disposal of an organisation, free of charge. Unless specifically stated, volunteers shall not be considered as employees of the organisation.

## Commitment to Volunteering

Sanday Development Trust recognises that volunteers can make a significant contribution to the mission, objectives and work of Sanday Development Trust in the local community and enhance the range of activities it undertakes.

Inviting people from the community into our organisation ensures that we have the community’s support and input into our activities.

Sanday Development Trust therefore welcomes volunteers and is committed to appropriate volunteer involvement.

## Values and Principles

Sanday Development Trust:-

* recognises volunteering as a valuable means of fulfilling its aims and of being of benefit to all people by providing access from members of the community through being volunteers
* values volunteering as an inclusive act of participation that is itself important in promoting the work of the organisation
* appreciates that volunteering is enjoyable and can change and enrich the lives of individuals. Successful volunteer involvement takes account of individuals’ motivations, aspirations and fulfilment
* acknowledges volunteering is of wider benefit to society
* will endeavour to match volunteers’ skills, knowledge, experience and motivation in a way that best meets the organisation’s needs
* respects volunteers in both listening to and learning from what they have to say
* values and respects the individual through providing equal opportunities for active involvement within the scope of the organisation
* values volunteering as integral to its work at all levels and recognises the gifts of time from volunteers as critical to its well-being and success
* distinguishes volunteering from employment and puts its flexibility and informality to best effect to compliment the work of paid staff
* will not use volunteers to displace any paid employees from their positions.

## Equal Opportunities

Sanday Development Trust is committed to equal opportunities and believes that volunteering should be open to all regardless of age, gender, ethnicity, sexuality, disability, religious or political beliefs. For full details, see the Sanday Development Trust Equality and Diversity Policy.

## Recruitment

Volunteers shall, in general, be recruited for a specific task, whilst of course, being welcome to Sanday Development Trust as a whole. Volunteers, just as paid staff, require a clear, complete and current description of their duties and responsibilities of the job that they are expected to fill.

Upon receipt of any enquiry, prospective volunteers will be provided with information on the available volunteer role(s) and a volunteer application form. Assistance in completing this from should be offered to all prospective volunteers.

Prospective volunteers will then be invited for an informal interview to discuss the application. At this meeting a mutually suitable role will be identified, wherever possible.

Where appropriate, volunteers may be asked to provide references. Some volunteer positions may require a check with Disclosure Scotland prior to commencement of the role.

Prospective volunteers will normally be informed of the outcome of their interview within seven days.

## Role Descriptions

Prior to any volunteer assignment or recruitment effort, a Role Description will be developed for each volunteer post. This will be given to each accepted volunteer and used in future management and evaluation. Role descriptions will be reviewed and updated at least every two years, or whenever the work involved in the position changes substantially.

Each role description will include details about:-

* Purpose and duties/tasks of the role
* A clear indication of when the volunteer will be needed
* A named supervisor and work place
* Details of arrangements for support, training and supervision appropriate to the role
* A timeframe for the performance of the role (where appropriate)

## Induction

Once accepted, new volunteers should be made to feel welcome and provided with a Volunteer Welcome Pack containing the following information:-

* Volunteer agreement (to be signed by Sanday Development Trust and Volunteer)
* Aims and objectives of Sanday Development Trust
* A copy of the most recent Annual Review
* Copy of the role description
* Copies of relevant policies, such as the Volunteering Policy, Equality and Diversity, Health and Safety, Grievance Policy and confidentiality
* A Volunteer Handbook
* Blank expenses claim form

A director of the board (typically the chair or vice-chair) will meet with each new volunteer to provide information about Sanday Development Trust, the services we provide, the responsibilities of the volunteer and any other matters affecting the role. This will generally be followed by training specific to the project in which the volunteer may be involved or which relates to particular tasks.

## Organisation Structure and Responsibilities

Sanday Development Trust acknowledges the need for a clear, consistent organisational framework for voluntary involvement that creates a positive climate for development.

Each volunteer will have a designated member of staff (or experienced volunteer director) to guide and advise them in their tasks. Volunteers will be told who to approach for support and will have regular access to that person

## Supervision and Support

Regular supervision sessions are to be held, providing an opportunity for the volunteer and their supervisor to discuss the progress of the individual in order to assess performance and identify potential training needs. Volunteers will be encouraged to contribute ideas and views .

The supervision session should be recorded and is confidential.

## Reviews

A review session will be undertaken with all new volunteers within six months (sooner if dictated by the role) and on an annual basis thereafter. This should be undertaken in a place away from the usual workplace and constructive feedback should be welcomed by both sides. This will provide opportunity to review:-

* Whether the volunteer or Sanday Development Trust wishes to reduce or develop their current commitment
* Identify future development or training needs and comment on current support and training
* Provide the opportunity to discuss performance

The review session should be recorded and is confidential.

## Expenses

Volunteers are able to claim out-of-pocket expenses, subject to the production of receipts and completion of an expenses claim form.

## Insurance

Volunteers will be covered by Sanday Development Trust’s employer’s liability and professional indemnity policy. Sanday Development Trust does not insure the personal possessions of volunteers against loss or damage.

## Termination

Volunteers may cease their involvement at any time. An exit interview will be offered to ascertain why a volunteer is leaving, to share any learning points and to establish whether the volunteer may wish to be involved again in the future.

## Rights and Responsibilities

Sanday Development Trust wants our volunteers to have an enjoyable and rewarding volunteer experience and believe this is most likely to result if there is:-

* A commitment from Sanday Development Trust to treat you well as a volunteer
* A commitment from volunteers to help us provide the best possible service

Therefore, Sanday Development Trust recognises the rights of volunteers to:-

* Fair and considerate treatment and recognition of the value of volunteering
* Know what is expected of them
* Have clearly specified lines of support and supervision
* Have safe working conditions
* Be insured
* Know what their rights and responsibilities are if something goes wrong
* Be paid expenses
* Be trained
* Be free from discrimination
* Have the opportunity for personal development

In return it expects volunteers to:-

* Support the aims of Sanday Development Trust
* Follow the policies, procedures and guidelines of Sanday Development Trust
* Be reliable and punctual
* Treat others with courtesy and consideration at all times whilst volunteering
* Be honest in all dealings with Sanday Development Trust and the community we aim to serve
* Respect confidentiality
* Have a responsible attitude to health and safety
* Attend training and support meetings
* Contribute to decision making as appropriate
* Consult an appropriate member of staff or the board of directors before making any statement or taking any action on behalf of Sanday Development Trust that may affect the organisation’s future
* Carry out tasks in a way that reflects the aims and values of Sanday Development Trust
* Work within agreed guidelines and remits

## Review of Volunteer Policy

It will be the responsibility of the board of directors to review the volunteer policy to ensure that it is in accordance with all other policies.

The volunteering policy will be reviewed by the board of directors annually.

Next review date: January 2016