

TEESDALE DAY CLUBS

Policy Document

Number 02 Issue 06

Volunteer Policy

Introduction

Teesdale Day Clubs cannot function without the contribution of the many volunteers who generously give up their time to help us to deliver our services. Volunteers are valued members of our team, and we want volunteers to enjoy their volunteering roles with us. The safety and welfare of our volunteers is important, and we welcome comments and feedback about how we are doing and how volunteers feel about working with us.

Policy

It is our policy to:

- actively recruit volunteers using safer recruitment procedures and protocols including taking up references and undertaking safeguarding (DBS) checks when appropriate,
- recruit volunteers who are 18 years of age or over unless specific arrangements are made for younger volunteers and there is supervision by an accompanying appropriate adult,
- provide each new volunteer with a clear role description that sets out their specific volunteering responsibilities and our shared expectations,
- provide appropriate training as required, to ensure that volunteers feel confident, competent, and well-informed about their volunteering role,
- support and supervise volunteers to assist our operations and activities in the best way possible; being mindful of their personal wellbeing and enjoyment of their volunteering role,
- as far as we are able, ensure that individual volunteers receive the information and support that they need in the best way for them,
- support volunteering activity that is always in the best interests of our members,
- recognise and value the contributions that volunteers make through face-to-face interactions, correspondence, and with celebration events and awards.

Activities of volunteers

Volunteers can undertake different kinds of roles in supporting our activities. Each volunteer may get involved in activity such as:

- Helping staff provide a safe, happy, and interesting social environment for lunch club members.
- Serving food and drinks, clearing away crockery/cutlery, washing-up, general tidying.
- Helping to organise fundraising for individual club activities.

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- Assisting with frail members and socialising, entertaining and helping with outings.
- Providing transport for club members where necessary.
- Providing appropriate support for office and management functions.
- Assisting with raising funds in the community and seeking additional sources of funding through personal relationships.

What we expect from our volunteers

- Volunteers are expected to be in reasonable health and physically able to carry out their volunteer role duties.
- Volunteers are expected to sign our Code of Conduct and to always conduct themselves within this code.
- Volunteers are asked as a minimum requirement to read our policies and procedures for 04 Equality and Diversity; 07 Safeguarding and Protecting Adults at Risk; and 11 Confidentiality and Data Protection. All our policies and procedures are available from our website (www.teesdaledayclubs.org.uk), or can be received by email, post, or other means appropriate to individual communication needs.
- Volunteers must abide by all legal or health & safety regulations.
- Volunteers must do their best to follow direction and instruction from any member of staff and particularly where this involves health & safety or the welfare of a member.
- However, volunteers should always speak up if they are unhappy or feel they are being asked to undertake any activity that they are not comfortable with.
- We value the opinions and views of our volunteers and so every volunteer should feel confident about telling us when they see, or experience, something they are concerned about. Equally, telling us about something that they think is praiseworthy or done well (ref 14 Whistle-Blowing Policy: 07 Safeguarding and Protecting Adults at Risk Policy).
- Volunteers are sometimes asked to take part in surveys, events, and evaluation meetings, and we ask for as much participation as possible in order that everyone is involved in the development, progress and future shape and funding of the charity.

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- Volunteers must do their best to attend volunteer meetings to be kept abreast of club arrangements, key policy changes, and to take part in the planning of activities and events.
- Volunteers should, where possible, participate fully in any one-to-one discussions and support sessions they are asked to attend.
- Volunteers are asked to participate fully in any appropriate mandatory training (such as Safeguarding or Health & Safety training) as requested. Failure to do so may result in being asked to discontinue with a particular activity or being asked to leave.
- If a volunteer is unhappy about the conduct of a Club Leader or Cook/Chef, they should first discuss their feelings with the Club and Community Services Manager (CCSM) or in her absence the Strategic Manager. They can be reached on 01833 695822, by leaving a voicemail or by email at teesdaledayclubs@gmail.com

What volunteers can expect from us

- There are no specific exclusions from being a volunteer with us and potential volunteers will be considered without reference to nationality, religion, belief, race, ethnic origin, language, culture, disability (including limitations to physical access or resources), marital status, age, gender, sexual orientation/preference, employment, or any other identifiable discriminatory cause within the Equality Act 2010.
- We reserve the right to turn down any volunteer application, or to request a volunteer to leave, if they are considered a danger to either members, other volunteers, or to the reputation of the organisation. (07 Safeguarding and Protecting Adults at Risk Policy).
- Volunteers will not be expected to undertake any activity that they are not comfortable with, or do not feel confident about. They will also not be asked to undertake any activity that has not been agreed with them prior to starting in their role, or prior to undertaking a new or different role.
- Basic personal information and data, such as contact details to support administrative, health & safety and safeguarding requirements will be kept confidential within the organisation; it will never be used for any third-party activity. Feedback provided to support publicity or funding applications will be anonymised unless we have express permission to use names or photographs.
- Club volunteers will be guided and instructed in their volunteering role by the Club Leader and the Cook/Chef at their allocated or chosen club.

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Club Leaders will support and encourage each volunteer and will be responsible for identifying any training and additional support needs.

- Volunteers will be offered appropriate training where needed. A volunteer will not be expected to undertake any activity which requires mandatory training, without successfully completing that training.
- If a Club Leader has a concern about welfare, wellbeing, support, or training needs, they may share this with the CCSM (Madeleine) or with the Strategic Manager as appropriate. All information shared in this way will be treated in the strictest confidence and will be used only for support in fulfilling the volunteering role.
- Volunteers will not be expected to do anything that might endanger their own or others' health or wellbeing.
- Club Leaders have day-to-day responsibility for everyone's welfare and happiness during a club session and may therefore ask any volunteer to leave a club session if they cause disruption or distress to others or break any of our Code of Conduct rules.
- If a volunteer has raised a concern with their Club Leader and/or the CCSM, and in their view the matter remains unresolved, they can contact the Strategic Manager who will make all efforts to resolve the issue with them. The Strategic Manager may escalate the concern to the Chair, or a Trustee, as appropriate.
- Volunteers will be supported by the organisation to fully participate in their volunteering role. No volunteer is expected to be 'out-of-pocket' financially because of volunteering and our Reimbursement Policy (17) explains what expenses can be claimed by volunteers. Claim forms are available from Club Leaders or the office.
- We will encourage volunteers who wish to discontinue their volunteering role, to tell us about their experience. This will help us to learn from them will help us to improve as a charity.

Reviewed and approved by the Board of Trustees and signed on their

behalf by the Chair: 

Date: 11th November 2021

Review date: November 2024