

South Lockleaze & Purdown Neighbourhood Group, C.I.C.

Title: Volunteer Policy

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Volunteer Policy

Introduction

In line with South Lockleaze & Purdown Neighbourhood Group C.I.C. (The Group's) mission we seek to involve volunteers to:

- ensure our services meet the needs of our community
- provide new skills and perspectives
- increase our contact with the local community we serve
- empower individuals to be able to make positive change in their lives and surroundings.

Principles

This Volunteering Policy is underpinned by the following principles:

- The Group will ensure that volunteers are properly integrated into the organisational structure and that mechanisms are in place for them to contribute to The Group's work
- The Group recognises that volunteers require satisfying work and personal development and will seek to help volunteers meet these needs, as well as providing the training for them to do their work effectively.

Practice guidelines

The following guidelines deal with practical aspects of the involvement of volunteers. More detailed information, including summaries of the various documents referred to, is provided in the Volunteer Handbook.

Recruitment

All prospective volunteers will be interviewed in person or by email to find out what they would like to do, their skills, suitability and how best their potential might be realised.

Induction and training

All volunteers will receive an induction into The Group and their own area of work. Training will be provided as appropriate.

Support

All volunteers will have a named person as their main point of contact. They will be provided with regular mentoring to feed back on progress, discuss future development and air any problems.

The volunteer's voice

Volunteers are encouraged to express their views about matters concerning The Group and its work. Volunteer forums meet in person and also communicate through various social media platforms.

Insurance

All volunteers are covered by The Group's insurance policy whilst they are on the premises or engaged in any work on The Group's behalf.

Health and safety

Volunteers are covered by The Group's Health and Safety Policy.

Equal opportunities

The Group operates an equalities policy in respect of volunteers. Volunteers will be expected to have an understanding of and commitment to our equalities policy.

Problem solving

We aim to identify and solve problems at the earliest possible stage. A procedure has been drawn up for dealing with complaints either by or about volunteers. Please talk to the team co-ordinator in the first instance.

Confidentiality

Volunteers should respect confidentiality as discussed in the induction process.