

Newton Abbot CIC: Volunteer Policy

1. Introduction

Welcome to all our Volunteers, it is great to have you as part of the team. Thank you for choosing to volunteer with us and in getting actively involved in delivering services to your community. As a volunteer your contribution to the organisation is valued and we recognise the benefits that you will bring and the opportunities you will gain from during your time with us. Volunteering will give you the chance to broaden your skills and meet new people.

This policy is designed to give you the information you will need as a volunteer. Whatever your volunteering role, you will have access to relevant training, preparation, support and guidance throughout. We will do everything we can to ensure your volunteering experience is positive, enriching and enjoyable.

The Directors recognises the significant and valuable role that volunteers can play in helping the CIC to operate both the Buckland Centre and our wider activities.

2. Values and Principles

As a volunteer you will be treated with respect and regarded as a member of the team. You will be given tasks or responsibilities appropriate to your role and competencies as a volunteer.

The CIC will ensure that the contribution of volunteers is recognised in supporting the CIC to fulfil its responsibilities to the local community.

3. Roles and Responsibilities

This section outlines what we will expect from you as a volunteer and what you should expect from us as an organisation.

What you can expect from us:

- To provide a named person as your key contact within the organisation who will meet with you regularly. This is the person you will go to for feedback, support, to discuss your volunteering and should difficult situations arise. Meetings may be arranged individually or as a group.
- To provide induction on the work of the organisation, its staff, your volunteering role, and the initial training you need to carry your tasks.
- Act in accordance with the policies and procedures of Newton Abbot CIC.
- Help you to be aware of the policies and procedures of Newton Abbot CIC and be shown how to access them and adhere to them.
- Treat you with respect and consideration so you feel included and comfortable in your role.

- To resolve fairly any difficulties, grievances or problems.
- To provide a safe and healthy working environment.
- To provide adequate insurance cover for volunteers whilst undertaking voluntary work on our behalf.
- To pay reasonable out of pocket expense as agreed.
- Your personal details will be stored in accordance with the General Data Protection Regulations and will be treated in the same way as information held on paid employees.
- Recognise your achievements in volunteering so that you feel appreciated and make available information about award schemes that you might want to undertake.

What we expect from you:

- That you will volunteer at the times agreed or inform us if this is not possible.
- That you will abide by the policies, procedures and standards of Newton Abbot CIC.
- Perform your volunteering role to the best of your ability.
- Maintain confidential information in accordance with the organisation's confidentiality guidelines and data protection.
- To bring any concerns relating to your role to the named person or other, as appropriate.
- To provide receipts for out of pocket expenses (where appropriate).

4. General Information

For further information and access to the CIC's policy and procedures, please refer to Policy folder located within the main office.

4.1 Health and Safety

Volunteers should be aware that the legal responsibilities and obligations, under Health and Safety legislation which apply to Newton Abbot CIC employees, extend to volunteers. Tasks undertaken by volunteers should be subject to risk assessment and appropriate safe systems of work put into operation. Newton Abbot CIC's Health and Safety Policy and guidance documents are available from your key contact and are located in the main office.

Any accidents or serious injuries must be reported to the CIC through your key contact using the appropriate forms.

4.2 Confidentiality/General Data Protection Regulations

Your personal details will be stored in accordance with current data protection laws and will be treated in the same way as information held on paid employees. As a volunteer you may have access to personal information about others who may include; employees; children; and members of the public. This information must be handled correctly and sensitively. If this is not done there can be serious consequences for organisations, their employees and volunteers. The full Newton Abbot CIC General Data Protection Regulation Policy is available from your key contact.

4.3 Security

You are required to wear a CIC Volunteer lanyard at all times while carrying out your role. Where you are volunteering with the Base Youth Club, additional requirements such as wearing a team t-shirt and agreeing to a DBS Check will be required.

4.4 Insurance

Newton Abbot CIC will ensure that adequate levels of Public Liability and Employer's Liability Insurance, which includes volunteers, are maintained at all times.

Volunteers are advised to restrict their duties and tasks to those set out in their role description, and to adhere to the policies and procedures of the organisation outlined in this document, in order to ensure that they remain insured.

Newton Abbot CIC is unable to accept responsibility for the loss, theft or damage of personal possessions or valuables.

While it is unlikely that volunteers would be asked to use their private motor vehicles as part of their volunteering role, should the necessity occur and be agreed by the volunteer, it is the volunteer's responsibility to inform his/her insurer in writing that the vehicle is being used for voluntary work and provide Newton Abbot CIC of copies of relevant insurance and, if applicable, MOT certificates.

4.5 Expenses

It is Newton Abbot CIC's policy that no volunteer will be out-of-pocket as a result of their volunteering. All expenses should be discussed and pre-agreed with your key contact.

4.6 Computer Access

If your placement requires internet access, your key contact will arrange this for you. You must follow Newton Abbot CIC's internet acceptable usage guidance, which will be given to you by your key contact when you start your volunteer placement.

4.7 Duty of Care

Any activity undertaken by a volunteer who involves others comes with responsibilities to "look after" those they help to provide a service for. Therefore, providing proper care for participants must be a major influence on the initial thinking of every event or planned activity. Volunteers must take reasonable care to avoid dangerous situations having regard to the

age, knowledge, experience, health and physical ability of participants. Legally speaking "foreseeability" is the test. Therefore if volunteers act reasonably given their expertise in the activity no liability should befall them or the CIC for any accidents or damage which might occur.

Whilst stressing the responsibilities of the CIC, staff and volunteers in providing this care, the contributions and responsibilities of participants should not be ignored. A responsible approach to the care of oneself and others is required.

4.8 Child Protection

You may have concerns about a child/young person's safety while volunteering for the CIC.

If you believe that someone is at risk of harm, or has been harmed, you must share information with the CIC's Safeguarding Officer so that the circumstances can be assessed to decide whether it is necessary to take immediate action to protect that person. Where relevant volunteers must make themselves aware of the safeguarding arrangements within the Buckland Centre.

4.9 Adult Protection

Newton Abbot CIC is committed to ensuring that adults who are more at risk in our community due to illness or disability are safe and protected from harm. If you encounter an adult who is more at risk due to illness and/or disability and who may be at risk of harm, you should inform the CIC's Safeguarding Officer straight away.

However, if someone's health or safety is immediately threatened; you should always contact your key contact who may inform the emergency services to seek help and assistance. Do not delay seeking immediate help in an emergency.

4.10 Equality and Diversity

Our Vision is to provide a community facility which will serve the needs of all in the community through social interaction, involvement in community affairs, educational activities, sports, leisure and recreational activities

Our Equal Opportunities Policy sets out our intention to be fully inclusive in the way we operate and who we provide services to. We will bring our community closer together and challenge inequalities wherever they exist. You can help us do this by informing your key contact if you experience or witness any kind of discrimination

4.11 References

Newton Abbot CIC is happy to provide references to support volunteers into employment or education. Request for references must be agreed in advance.