



Volunteer Policy



PREPARING FOR VOLUNTEER RECRUITMENT

Where we create a new role we will write a new role description, setting out the tasks we will ask the new volunteer(s) to carry out. This process will help us decide:

- whether the role is appropriate for a volunteer.
- that the new role will benefit both ourselves and potential volunteers.
- that we have the necessary resources to accommodate and support the role (e.g staff time, office space).

Before recruitment takes place we will ensure that we have:

- carried out a risk assessment on both health and safety and safeguarding issues
- nominated a supervisor for the volunteer role
- decided where and how we will advertise for the role
- confirmed selection criteria and what training will be provided.

Potential applicants will be sent an application pack, containing a role description, information about the organisation, and an application form.

RECRUITMENT.

We will advertise for volunteers locally that take into account the important principles of Equality and Diversity policies. The applicant will be required to complete an application form, but help will be given with this if necessary. The applicant will initially have an informal telephone conversation which will be followed by meeting with the relevant lead person in the organisation, eg the Befriending Lead will meet up with potential Befrienders. If the interview is successful two references will be taken up. Where possible references from previous recent employers will be sought. If the volunteer has been employed or volunteered in care in the last 10 years one of the references need to be from that source where possible.

A Disclosure and Barring Service check will be made for those working directly with the elderly.

There will be a short Induction covering the following areas:

1. The history and work of the organisation.
2. How the organisation is run.
3. The role of the volunteer.
4. How to claim expenses.
5. A list of relevant staff members and other volunteers.
6. A list of Trustees.
7. Copies of all relevant policies including the Confidentiality policy which must be clearly explained and the volunteer must sign to show they have read and understood it. Other relevant policies would include the Equality and Diversity policy, Health and Safety

policy, Lone Worker policy, Safeguarding policy and Complaints policy. In relation to the above stated policies, at the interview there will be a particular focus on them to ensure that the volunteer understands and is committed to their key elements. The volunteer will be expected to read and understand all of the organisation's policies. In this respect the volunteer will be shown how to access all policies.

8. The importance of the volunteer committing to attending a day's Induction Training course. This course includes the following areas:

Loneliness and Social Isolation.
Confidentiality.
Befriending.
Communication.
Safeguarding.
Health and Safety.
Values.

The organisation undertakes a review with the Befriender/Client approximately 6 to 8 weeks after the commencement of the befriending and annually thereafter. This feedback is always passed to the Befriender.

EXPENSES.

We value our volunteers and want to ensure that there are no barriers to volunteer involvement. -Travel expenses will be reimbursed where required (mileage rate - 30p). In order to claim expenses, a claim form must be completed and given to the Office Administrator on a monthly basis.

CRITERIA FOR BEFRIENDING.

We seek to carefully link Befrienders with their Befriendeds, taking into account issues such as interests, location and male or female. We try not to make assumptions about a Befriendeds circumstances in relation to whether they are offered a Befriender. For example, it may be that an applicant appears to have people around them which may include family. However we acknowledge that situation does not necessarily mean that the applicant is not lonely and needs a befriender. However the following are the circumstances where we will not provide a befriender to an applicant.

1. If the applicant is assessed as not requiring a befriender. The reason will be given to the applicant.
2. There may be circumstances where we are not able to match an applicant with a Befriending volunteer (see below):
 - if an applicant has mental health issues where it would not be appropriate for a befriender to visit. In such circumstances reasons would be given.
 - if an applicant is in a Residential/Nursing Home. However if the Befriending service started before moving to a Residential or Nursing Home the befriending arrangement could continue.
 - If it cannot be established that both or either the Befriender and the Befriender would benefit from the proposed match.

SUPPORT.

The person who leads the relevant service and other members of staff and volunteers will offer support to the volunteers. Volunteers will be given contact details of the person or persons to contact to discuss any issues. It will be re-emphasised to volunteers that they should contact their Lead person with any issues which may include seeking advice, information or perhaps just to talk through how things are going.

Training opportunities will be offered to volunteers which will include inviting volunteers to identify training needs. Evergreen will always try to provide relevant training for volunteers.

All volunteers are encouraged to keep in touch with the office.

The organisation has a valid Employers Liability Insurance policy. We will inform our insurers of any substantial changes to our volunteer involvement.

RESOLVING PROBLEMS.

The relationship between the organisation and its volunteers is entirely voluntary and does not imply any contract. However, it is important that the organisation is able to maintain its agreed standards of service to the clients. It is also important that volunteers are encouraged to make their contribution to Evergreen.

If the role of a volunteer does not meet with Evergreen's standards it will be dealt with in the following way:

1. Minor issues will be dealt with informally by the immediate line manager.
2. If this does not resolve the issue, or if the problem is more serious, a meeting will be held between the volunteer and the lead person for the area of service. They will explain the concerns and offer support and allow time for improvement.
3. If this does not resolve the concern then a meeting with the Chief Executive will be convened.
4. If the volunteers work still does not meet with Evergreen's standards then the services of the volunteer will be terminated.
5. Where there is a serious incident or allegations, we will ask the volunteer to stop volunteering with us until the issue is resolved. A meeting will be arranged with the Chief Executive. The volunteer will be able to freely state their case and have a friend to accompany them if required. If the volunteer is found to have acted in such a manner they will be asked to leave Evergreen permanently.

Relevant issues might include (but are not necessarily limited to): violence, intimidation or threatening behaviour, discrimination or other behaviour in breach of our Equalities and Diversity Policy, theft or dishonesty, actions that either harmed or could have harmed others.

Any illegal activity will be immediately reported to the police and any other relevant body, whose actions will take precedence over this procedure.

If the volunteer is dissatisfied with any aspect of their role they should:

1. Initially explain their dissatisfaction with the lead person for the area of service.
2. If that does not resolve the concern then a meeting with the lead person will be arranged.
3. If that does not resolve the concern then a formal meeting with the Chair of Trustees should follow.

4. If after this, the volunteer remains dissatisfied, and the organisation is unable to resolve the grievance, then it would be inappropriate for the volunteer to continue with Evergreen.

At all times the volunteer would be freely able to state their case and have someone of their choice to accompany them if required.

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