

EMBRACE UK Community Support Centre (Embrace UK)

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Volunteer Policy

AIMS AND OBJECTIVES

MISSION STATEMENT:

The EMBRACE UK mission statement is “to promote any charitable purpose for the benefit of disadvantaged groups including migrants and refugees by the advancement of education, protection of health and the relief of poverty, sickness and distress.”

OBJECTIVES

EMBRACE UK will meet its aims in the following ways:

- Promote volunteering to disadvantaged groups and individuals.
 1. Promoting the principles and practices of equal opportunities policy.
 2. Undertaking to carryout a full review of: Equal Opportunities and volunteer support policies, volunteer good practice Agreement, and recruitment procedures for volunteers, as an annual basis.
 3. Implementing effective monitoring and evaluation systems.
- Provide support and training to volunteers
 1. Promoting training programmes.
 2. Facilitating educative forums for volunteers to meet and exchange ideas information.
- Promoting good practice around volunteering.
 1. Advocating the working rights and responsibilities of volunteers by producing a support policy for volunteers, recruitment procedures, and volunteers Good Practice Agreement.
 2. Making a Volunteers Handbook and other models of good practice available to volunteers.
 3. Advocating voluntary work issues to local policymakers.

How EMBRACE UK is governed and managed:

EMBRACE UK is governed and managed by a Management Committee.

Executive Director: has Executive Director to overlook the day to day operational matters

Finance: the Management Committee, Treasurer and the Director are dealing the overall Finance of the organisation.

Volunteer Role Description and Volunteer Agreement:

Every volunteer Role Description and Volunteer Agreement:

Every volunteer will be given a role description, which describes the tasks and duties of their voluntary work with EMBRACE UK. All volunteers will also be expected to sign a volunteers Agreement. One copy will be returned to the volunteer and one will be kept at the volunteers file.

Disclosure and Barring Service (DBS) checks:

All EMBRACE UK'S staff are subject to a standard disclosure to be carried out on appointment of their post. This is in line with good practice and is done to ensure the safety of children and vulnerable adults as all staff carry out appointments which are confidential and on a one-to-one basis and potentially could be with a person under 18 or a vulnerable adult.

Disclosures will be updated every 3 years.

Please see policy statement on the recruitment of ex-offenders and secure storage of disclosure information.

Hours:

Individual hours of the times of volunteering with EMBRACE UK will be agreed in advance of the volunteer starting with EMBRACE UK. These hours are flexible, including Saturdays, Sundays and evenings, but volunteers are expected to attend when they say. They will contact the office in advance if for some reason they are unable to come in.

Office opening hours are 9 am – pm Monday to Friday. Flexibility of hours around these times is to be organised with the volunteer responsible staff. Some weekend work to help with events may be requested. Notice will be given in advance.

Probationary Period:

All new volunteers are subject to a six months probationary period. In order to pass a probationary period you will be required to attend a probationary period interview with the Volunteer Co-ordinator or the staff member to whom you are assigned. After this meeting the volunteer will be informed of the outcome immediately as to whether they have successfully passed the probationary period or not or if it has been extended and for what reason. This will be followed up with a written confirmation.

Sickness:

Volunteers should let the office know by telephone, by 9:00 am on each day of sickness.

Grievance and Disciplinary Procedure:

See appendix section (this policy relates to employees but procedure is the same with volunteers).

Complaints:

See complaints procedure section.

Supervision and support:

All volunteers should receive monthly formal supervision and support meetings with the volunteer Co-ordinator or the senior member of staff to whom they are assigned. These should be documented and kept in the volunteer's confidential file. A copy of the notes is to be given to the volunteer prior to the meeting for agreement.

Appraisal:

All volunteers are entitled to an annual appraisal to review past work, discussion current projects and raise any issues and plan future objectives.

Induction Processes:

All volunteers will be given a programme for induction when they start their volunteering with EMBRACE UK. This will include office procedure, meeting with relevant people etc.

Training and Personal Development:

All volunteers should discuss training with the volunteer Co-ordinator or staff member to whom they are assigned at supervision and support meetings. EMBRACE UK can arrange training relevant to their volunteering needs with EMBRACE UK.

Health and Safety:

See Health and Safety Policy.

Equal Opportunities:

See the Equal Opportunities section.

Expenses:

See expenses policy.

Smoking:

EMBRACE UK practices a no smoking policy.

Dress code:

Volunteers should attend work looking clean and presentable at all times. Casual wear is often most appropriate.

Copyright:

Copyright on all materials and employee procedures will be the property of EMBRACE UK, if it is produced as a result of you volunteering with EMBRACE UK's service users, beneficiaries or if it is produced during working hours contacted to EMBRACE UK using materials owned or leased by the organisation.

Use of Telephone:

The use of the telephone for outside calls is generally restricted to calls on EMBRACE UK business only. Personal calls may be made when absolutely necessary and should be kept to a minimum.

Public relations:

Awareness of EMBRACE UK, its works and of volunteering issues is one of the keys to the organisation success and growth. EMBRACE UK is committed to strengthening the organisation identify and develop a pro-active and positive public image.

This means we actively seek opportunities to get a clear and effective message across to our target audiences, service users, funders, professionals working in the field, donors and the general public.

Personal details:

If a volunteer changes their name, address or telephone number, they should inform the volunteer Co-ordinator as soon as possible.

Access to personal details:

EMBRACE UK holds the personal information about every volunteer on its computers and paper files. Every volunteer has the right to see all the information held about him or her.

Disclosure of Personal Details:

EMBRACE UK will not normally supply personal information about volunteers to third parties without the permission of the volunteer concerned. This excludes institutions, which have a legal right to see certain information from an employer.

Office Security:

Volunteers should never be in a position of being alone in the office without a paid member of staff available.

Computer Use:

The organisation uses an internal system for files. Confidential staff files are password protected. Files are backed-up regularly but all staff and volunteers are encouraged to back-up important files to floppy disks and these should be kept safely.

Post Procedure:

Post opened by whoever is first in the office and given to whomever the post is addressed to. Confidential and private mail will be left unopened for the addressee. Outgoing post is collected in the designated pigeonhole, and posted out daily.

Use of Equipment:

Use of the photocopier, printer and fax etc should be given in the induction process.

Team Meetings:

Team meetings are held once a month and all staff should attend. Volunteers are also encouraged to attend if this fall on their regular day in the office.

Executive Committee Meetings:

Executive Committee meetings are held regularly, and the Manager always attends. Staff responsible for specific projects is asked to provide written reports on a regular basis. Volunteers are encouraged to attend if they wish to do so.

Shared Areas:

All volunteers and staff are expected to make efforts to keep all shared areas clean and tidy. Washing up of own cups etc. are expected.

Lunch Breaks:

All staff and volunteers are entitled and encouraged to take a break of at least one hour during the day for a lunch break.

Tea/Coffee facilities:

We have a self-catering tea/coffee making facility on the premises. No charge is made for use of this service.

EMBRACE UK

EMBRACE UK aims to value the contribution that volunteers make to the running of the organisations activities throughout the period of their involvement.

The purpose of this agreement is to ensure that both the rights and responsibilities of volunteers are clearly understood and respected. It is not a legal document and should not be interpreted as such.

Detailed arrangements relating to volunteering set out in your task description.

Please read the following statements carefully before signing this agreement.

EMBRACE UK COMMUNITY SUPPORT CENTRE

GOOD PRACTICE AGREEMENT

GOOD PRACTICE AGREEMENT

EMBRACE UK positively values the contribution that volunteers make to the running of the organisations activities throughout the period of their involvement.

The purpose of this agreement is to help to ensure that both the rights and responsibilities of volunteers are clearly understood and respected. It is not a legal document and should not be interpreted as such.

Detailed arrangements relating to your volunteering are set out in your volunteer role description.

Please read the following statements carefully before signing this agreement.

As a volunteer with EMBRACE UK I agree to:

- Work with other volunteers, staff and management to ensure that the EMBRACE UK's equal opportunity policy is actively enforced in all aspects of work.
- Work within the aims and objectives and other policies and procedures of EMBRACE UK.
- Work within EMBRACE UK's confidentiality procedures, including record keeping requirements and confidentiality of organisation and client information.
- Agree that information about my volunteering with EMBRACE UK being held in secured confidential files open only to EMBRACE UK senior staff (if for any reason it was thought necessary to reveal information to anyone else, I would be informed prior to this taking place).
- Submit any claims for reimbursement of expensed to an authorised member of staff on a daily/weekly basis.
- Attend training and support and supervision session are required.
- Accept that, if I am in receipt of any benefits, it is my responsibility to inform the relevant agencies that I am volunteering with EMBRACE UK.
- Familiarise myself with EMBRACE UK's Health and Safety policy and procedures.
- Attend my volunteering on an agreed basis and if I am unable to attend, to inform a nominated member of staff at the earliest opportunity.

- Take responsibility for my personal belongings while volunteering on or off site. EMBRACE UK regrets that it can not be held responsible for any individual's loss of valuables or possession.

EMBRACE UK will:

- Treat you with respect
- Offer regular supervision and support.
- Provide relevant training for you to be able to perform your role description.
- Provide other trainings as identified and required.
- Provide a reference.
- Keep a record of achievement.
- Be sensitive to differences – being aware of different cultures, lifestyle backgrounds and languages.
- Provide equality of opportunity – ensuring all individuals are given equal access to information, services and any other rights as a team member of EMBRACE UK.

I confirm that I have read and understood the Volunteers Good Practice Agreement and I agree to follow the above points.

Volunteer:.....

On behalf of EMBRACE UK:

Date: