

## **(23) SWAY - Volunteer policy**

### **Introduction**

**Definition:** A volunteer is a person who gives freely of their time, skills and experience without expectation of financial reward. Volunteering can take many forms. Some tasks require particular skills whereas others require none. Volunteering may be for a limited time to complete a particular project or may be on an ongoing basis.

South Wight Area Youth (SWAY) recognises the immense benefits that volunteers bring to the charity, and the bridges that they build between the charity and the local community. In return, the charity hopes to give its volunteers an opportunity to exercise their skills in a different environment and to undertake new experiences.

SWAY tries to offer a range of volunteering opportunities and, in accordance with its equal opportunities policies, to ensure that the opportunity to volunteer is widely available. It is our aim that everyone who volunteers is valued, treated with consideration and given opportunities for fulfillment or personal growth throughout their volunteering.

### **Status of volunteers**

A volunteer is not an employee and will not have a contract of employment with SWAY. The charity will agree a role with the volunteer and there will be an expectation that the volunteer will meet the role's requirements and that SWAY will provide work for the volunteer. However, the volunteer is free to refuse to fulfil the role and SWAY is not bound to provide the work. It is also expected that both the charity and the volunteer will give as much notice as possible if unable to meet these expectations.

### **Recruitment**

A person wishing to become a volunteer will be asked to identify areas in which they would like to volunteer. If SWAY is able to match the applicant to a suitable role, from 2024, all volunteers must provide 2 references. Depending on the nature of the role, the prospective volunteer may be required to undergo a criminal records check through the DBS.

The volunteer will then enter into a trial period following a discussion with the relevant lead worker. Once this has been completed the volunteer must read and sign the Code of Conduct policy checklist.

### **Training**

The charity will provide any essential training required for the role, including health and safety, safeguarding and data protection. Please see the induction procedure for further information.

### **Health and safety**

SWAY has a responsibility for the health and safety of volunteers. Volunteers should at all times follow SWAY's health and safety policies and procedures. Volunteers have a duty to take care of themselves and others who might be affected by their actions. Volunteers should not act outside their authorised area or work. Volunteers should report all accidents to their the relevant lead worker.

The charity will provide volunteers with appropriate guidance on any health and safety issues that arise, together with copies of any relevant risk assessments as appropriate.

## Expenses

Volunteers are unpaid. However, SWAY will reimburse volunteers for all reasonable and proper expenses which are incurred in performing the required tasks, subject to the approval of the relevant lead worker of SWAY and the provision of evidence of expenditure.

## Policies and procedures

Volunteers are expected to comply with all the charity's policies and procedures while undertaking any of their volunteering duties. Their induction will include an explanation of these policies and procedures.

## Insurance

SWAY will ensure that volunteers are covered by appropriate insurance; however, such insurance will not cover unauthorised actions or actions performed outside the volunteer's agreed activities.

## Confidentiality and Data Protection

Volunteers are likely to become aware of confidential information about the charity, its staff, customers and third parties. Volunteers must respect this confidentiality at all times during or after the period of voluntary work. They must not disclose this information or use it for their own or another's benefit without the consent of the party concerned. This does not prevent disclosure once the information is in the public domain (unless it has been made public as a result of the volunteer's breach of confidentiality) or where the law permits or requires disclosure.

No assumptions should be made about sharing of personal and confidential data with other employees or third parties. If in doubt, volunteers should seek advice from their relevant lead worker or a senior member of staff.

All correspondence and all documents, papers and records which may have been prepared by volunteers or have come into their possession in the course of their voluntary work (except those which may be considered by SWAY to be in the public domain) and all electronic equipment, computer software or hardware or other property used in connection with SWAY operations are the property of SWAY and must be returned upon request and in any event when the placement with SWAY finishes.

## Support

Relevant support will be put in place to support and, if and when necessary, manage the volunteer. This will be organised by the relevant lead worker who will regularly review the volunteering arrangement. If the volunteer has any issues or disputes or would like to change their role this should be discussed with the relevant lead worker. The relevant lead worker will normally try to resolve any problems informally, but if this is not possible the volunteer may, if necessary, invoke the formal grievance procedures of the charity.

If a complaint is made about a volunteer, this will be notified to them in writing and the relevant lead worker will decide whether any action should be taken. If the volunteer is dissatisfied with the decision they may raise it with the relevant lead worker's line manager.

## Driving Duties

Any volunteers who may, at times, transport equipment or people using a vehicle must demonstrate to the relevant lead worker that they have a valid driving license; appropriate insurance cover; that the vehicle used is roadworthy; and has a valid MOT certificate, if appropriate. This information will be stored centrally. Volunteers required to drive as part of their duties must be covered by their own business travel insurance.

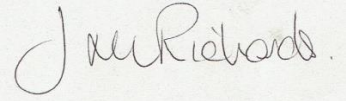
Volunteers must report any accidents to the Lead Worker. They must also inform the Charity of any motoring offences or Police cautions. The Charity will not pay any parking fines incurred by volunteers.

## Induction

On commencing volunteer work, the relevant lead worker will complete an appropriate induction into SWAY and the duties to be performed. The induction must cover:

- General information about the charity
- A copy of this volunteering policy
- Details of where they can access the charity's policies and procedures
- Information on the scope and boundaries of the role in SWAY; taking into account their skills, dignity and the individual's wishes and aspirations
- Access the training and the development needs of the volunteer such as claiming expenses, and agree how these will be met.
- A review of the volunteer's experience & skills as well as their current driving license & DBS status
- Confirm SWAY's expectations of Volunteers:
  - Work within SWAY's rules, policies and procedures;
  - Embrace and uphold SWAY Code of Conduct - as agreed in SWAY's policy checklist;
  - Adhere to any risk assessments set in place;
  - Work in a co-operative and friendly way;
  - Carry out agreed tasks to the best of their ability;
  - Follow correct safeguarding and confidentiality procedures;
  - Provide reasonable notice of non-attendance to the relevant lead worker;
  - Attend any appropriate support and training sessions;
  - Keep confidential any information they acquire as a result of their work with SWAY; and adhere to the Data Protection Policy;
  - Support and follow the Charity's Equal Opportunities policy.

## SWAY Volunteer policy

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<i>Date reviewed</i>	
<i>Signed</i>	
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