



Volunteer Policy

Policy Statement

This policy underpins the value that Children's World attaches to volunteering and to its relationship with volunteers. It sets out the broad principles for voluntary involvement and provides a consistent and effective framework for the recruitment, selection, and management of volunteers, based on principles of best practice.

This policy and its implementation will be constantly monitored and reviewed to ensure that it remains appropriate to the needs of Children's World and its volunteers.

Definitions

Children's World defines:

- a volunteer as an individual who chooses freely to commit their time and energy to support the work of Children's World, and who is authorised to do so, without receiving financial benefit or other consideration, save reasonable expenses when acting on behalf of the charity.
- volunteering as an authorised activity undertaken by a Children's World volunteer.

Values

Children's World believes that:

- volunteers have a unique contribution to make to the charity's work and in contributing to its main objectives and activities.
- volunteers should be able to participate in the work of the charity solely on the basis of their ability to contribute.
- volunteers bring a fresh perspective and a myriad of skills and experiences that can be applied throughout the charity. Volunteers add value through their contribution of time and specialist skills.
- volunteering is a two way process. It should be an enjoyable activity with the individual's motivations to volunteer being recognised.

Principles

Children's World will:

- value the contribution made by volunteers, in relation to an individual's own capacity to contribute, and to implement best practice to ensure equality of opportunity.
- implement appropriate support systems and structures to support the involvement of volunteers.
- recognise the value of all volunteers by ensuring that the activity undertaken is meaningful, and ensuring the volunteer is clear about their role and involvement.
- ensure that a volunteer's time and skills are positively utilised to achieve a balanced, effective and mutually beneficial volunteering partnership based on agreed expectations.
- Provide such training, induction and support as required to enable our volunteers to work safely and with children's interests at the heart of what they bring to the charity.

Relationship with Volunteers Children's World recognises:

- the volunteer role as one which compliments and enhances the work of the charity.
- the volunteering role as a relationship binding only through mutual agreement, respect and understanding. Expectations and intentions are defined within each individual volunteer role description, with the volunteer having the right to choose not to undertake the role.
- that no enforceable obligation, contractual or otherwise can be imposed on volunteers. Likewise, Children's World cannot be compelled to provide regular involvement, payment or other benefit for any activity undertaken.
- The volunteer agreement is binding in honour only. There is no legal contract.

Responsibilities Children's World:

- acknowledges the need for a clear and consistent organisational framework for volunteering.
- is committed to identifying and covering the costs associated with the involvement of volunteers. No payment for work will be paid. Children's World will only fund out of pocket expenses
- recognises the Directors as accountable to the Chair & board of Trustees for all volunteer related issues.

Relationship between volunteers and employees

It is the responsibility of all Children's World employees and self-employed contractors:

- to foster a good working relationship with volunteers
- to manage volunteers where appropriate. Employees will receive appropriate training where necessary.

Volunteer Involvement Children's World:

- expects volunteers to participate in any induction, training and support sessions as required by the role.
- expects volunteers to comply with the charity's policies and procedures.
- Expects volunteers to place the safety and welfare of children at the heart of their volunteering

- will conduct a risk assessment on the health and safety issues relevant to the volunteer if appropriate.
- will conduct Disclosure & Barring Service (DBS) checks where appropriate
- will ensure that all volunteers carrying out an authorised voluntary activity, on behalf of Children's World are covered under the charity's insurance policy.
- will ensure that all difficult situations including problems that arise from a volunteers involvement, or complaints received from a volunteer will be dealt with promptly by the Director.

Recruitment

All recruitment strategies and methods should reflect Children's World's desire to attract volunteers from all parts of the local community. All potential volunteers should be given clear information about the available opportunities and the benefits of involvement.

Selection

Individuals will be selected as volunteers on their suitability to fulfil the criteria laid out within the volunteer role description.

Children's World recognises its responsibility to ensure that all volunteers fully understand the obligations and duties asked of them and to ensure that the volunteering activity is not detrimental to their own or other people's health and safety.

Induction

All volunteers should be made to feel welcome and provided with an adequate induction.

Management

Records will be kept and maintained on all volunteers involved in the charity, and include CVs if appropriate, emergency contact details and other relevant information. This information will be kept in accordance with data protection legislation.

Support and Recognition

Volunteers will be given the opportunity to discuss their progress with the Director through a review process, at the end of an initial 3 month settling-in period. Further reviews will take place every six months, if required or requested. All volunteers should receive appropriate acknowledgement for their volunteer contribution.

Training

Children's World will provide volunteers with training opportunities in relation to the specific requirements of the volunteer role.

Departures

Children's World recognises that volunteers may cease their involvement at any time. It is desired that all volunteers participate in a leaving evaluation to ascertain why they are leaving and to establish whether they may want to be involved again in the future.

On the basis of their voluntary work volunteers will have the right to request a reference from their named contact person up to two years from their last involvement.

Monitoring and Evaluation

The involvement of volunteers will be constantly monitored and evaluated.

Exceptions

The above guidelines relate to volunteers who are involved on a regular basis. In cases where people volunteer on a very irregular basis some of the above can be waived at the discretion of the Director and the Chair. The important principle is that volunteers are equipped to do the role they have agreed to do in accordance with policies and procedures of Children's World.

This policy was written on: 07/10/2019

Written by Maggie Dear and Angela Bolton

Signed:



Maggie Dear, Vice Chair and Trustee responsible for Safeguarding and HR, Children's World Charity.

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Reviewed by Maggie Dear, Trustee responsible for Safeguarding and Human Resources, Oct 2021

Reviewed by Maggie Dear, Vice chair and Trustee responsible for Safeguarding and Human Resources 17th January 2023

Next review due 17th January 2024

CONTACT NUMBERS:

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Children's World Safeguarding Officer: Maggie Dear 07595 424429

LOCAL AUTHORITIES:

Somerset County Council: 0300 123 2224 (out of hours 0300 123 23 27)

North Somerset Council: 01275 888 808

Bath & North East Somerset Council: 01225 396312 or 01225 396313 (out of hours 01454 615165)

Bristol City Council: 0117 903 6444 (out of hours 01454 615 165)

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