



Long Eaton Settlers Legacy Association Volunteer Policy

Introduction

Volunteering is the commitment of time and energy for the benefit of society and the community: the environment of individuals outside one's immediate family. It is undertaken freely and by choice without concern for financial gain.

Long Eaton Settlers Legacy Association (LESLA) believes in the value of voluntary activity as an important expression of citizenship and an essential component of a free and democratic society. It supports and promotes volunteering in public and third sector organisations. **LESLA** takes responsibility for ensuring that are appropriately involved, valued for their contribution and respected as volunteers.

In adopting this volunteer policy **LESLA** wishes to:

- Formally acknowledge and support the role of volunteers in its work.
- Set out the principles governing the involvement of volunteers and provide a set of guidelines to ensure good practice in working with volunteers.
- Encourage and enable, rather than restrict, the involvement of volunteers.

This volunteer policy and accompanying guidelines are intended for use by **LESLA** volunteers.

Volunteer Policy Statement

LES�A Equal Opportunities

- As a small community Association and engager of volunteers LES�A is committed to a policy of equal opportunities. See the LES�A Equality Diversity and Inclusion Policy.
- Volunteers will be expected to adhere to [LES�A Equality, Diversity and Inclusion Policy](#), a copy of which can be sent/shared on request.

Recruitment & Selection

- Recruitment of volunteers will be from all sections of the community, and will be in line with [LES�A's Equality, Diversity and Inclusion Policy](#). Appropriate targeting may be used.

Information & Training

- Volunteers will receive full information about their chosen area of work and will be given a clear idea of their responsibilities to LES�A.
- Volunteers will be given support and where needed training in the specific tasks to be undertaken.
- Volunteers will be consulted in decisions which affect them.

Support & Supervision

- Volunteers will be assigned a named contact person for supervision and support.

Problem-Solving

- [LES�A](#) recognises that problems do arise, and we aim to identify and resolve these problems at the earliest stage. Volunteers who have a problem of any kind should discuss it in the first instance with their named contact person.

Confidentiality

- Volunteers will be bound by the same confidentiality conditions as Management Committee members.

Expenses & Insurance

- [LES�A](#) will ensure that there is a clear and accessible system to enable volunteers to claim out of pocket expenses.
- Volunteers will be adequately covered by insurance while carrying out agreed duties.

Health and Safety

- All volunteers are covered by the same health and safety policies as for **LESLA** Management Committee members.

References

- On the basis of their voluntary work, volunteers will have the right to request a reference.

Monitoring & Evaluation

- **LESLA** will systemically monitor and evaluate its involvement of volunteers with reference to this Volunteer Policy.

Review

- This policy comes into force October 2022 and **LESLA** commits itself to review the policy as and when changes in legislation or other factors make this necessary. The policy will be subject to a comprehensive review two years after its introduction. (Review date: October 2024)
-

Guidelines for Involving Volunteers

*These guidelines are intended for use along with the policy statement. They give further detail on recommended good practice in the involvement of volunteers within **LESLA**.*

Preparation

Prior to recruiting volunteers, full consultation and discussion should take place with users of the service and any other stakeholders to satisfy that there is a genuine need for volunteers and to develop a clear description of their role. A contact person within the section proposing to involve volunteers should be identified and the management Committee time and expenses to train, support and reimburse volunteers determined if applicable.

Recruitment

- **LESLA** has an Equal Opportunities Policy and will prevent discrimination particularly on the grounds of gender, marital status, disability, race, colour, religious belief, political belief, sexuality, nationality, ethnic origin, age, trade union activity, responsibility for dependents or employment status. (See statement and policy for details).
- In order to reach a wide section of the community, recruitment should be by a variety of means.

LESLA Volunteer Policy

- Positive action in recruitment may be used for specific voluntary tasks. For example, specific work with minority ethnic groups.

Initial Contact

- People interested in becoming volunteers with **LESLA** should be invited for an informal talk with the appropriate contact person. They should:
 - Be given written information to take away.
 - Have their role explained and how it fits in with **LESLA's** overall aims and ethos.
 - Have the next stages of becoming a volunteer with **LESLA** outlined.
- If the volunteer wishes to proceed with the application at this stage, the contact person should fill out the application form for the volunteer (getting referees' details) and ask the volunteer to sign.
- If the volunteer is undecided, agree the next step e.g. for the contact person to phone the potential volunteer in a week's time.

Selection

- All volunteers should complete an application form. Two written references will be required. If the volunteer is to carry out specialised work (e.g. IT support) at least one reference should relate directly to this.
- If volunteers may be working with vulnerable people, or in positions of trust, they should be asked to provide information on their application form about any criminal convictions that they may have.
- All information should be dealt with in the strictest confidence and should not necessarily prejudice the person being accepted for voluntary work.

Records

- Minimum details should be kept on volunteers. This will include the application form, references, placement details, relevant information regarding the person's health, correspondence and any other relevant information such as emergency contact details.
- Record keeping must be secure but accessible to other members of staff if you are absent.
- The Data Protection Act enables people to access information held about them.

Induction

- Induction sessions should be provided for all new volunteers and should cover:
 - Role of volunteers
 - Responsibilities of volunteers
 - Arrangements for training, support and supervision
 - Contact person
 - Need for confidentiality
 - Ethos/values, etc
 - System for payment of expenses
 - Problem-solving procedures
 - Background to **LESLA**
 - Building orientation
 - Health and Safety
 - Meeting staff
- During induction, volunteers should receive the **LESLA** Volunteer Handbook.

Expectations of Volunteers

- **LESLA** should expect volunteers to:
 - Participate in induction sessions.
 - Comply with existing policies and procedures.
 - Undertake voluntary work at agreed times.
 - Inform relevant staff if unable to attend.
 - Give some notice if unable to continue volunteering.
 - Raise any issues of concern relating to their voluntary work with the contact person.
 - Agree with the aims and ethos of the organisation.

Placement

- Once a suitable voluntary placement has been identified, details about the frequency and length of commitment and nature of the voluntary activity should be determined and an established trial period agreed.
- **LESLA** reserves the right to ask volunteers to leave and will give reasons in writing if requested.

Support, Supervision and Problem-Solving

Regular support/supervision should be available to each volunteer. The type and level of support will depend on the needs of the volunteer and the nature of their role. Full information on this will be provided during induction.

- Each volunteer should have a clearly identified supervisor who is responsible for the day-to-day management and guidance of the volunteer and who will be able to offer advice, support and feedback on a regular basis.
- Support prompt questions can be used if desired. A pro forma has been prepared.
- If a complaint about a volunteer arises, refer to the complaints flowchart.

Expenses

- The procedures for claiming expenses should be clear and accessible.
- All agreed out of pocket expenses should be reimbursed on production of receipts.
- The pro forma should be used and the supervisor should liaise with admin staff.

Insurance

- It should be ensured that volunteers have appropriate insurance cover in terms of employers and public liability.

Review

The management committee will review the policy every two years. **The next review is scheduled for October 2026.**