

MATA SAHIB KAUR EDUCATIONAL TRUST

VOLUNTEER POLICY

MSKET Mission:

MSKET exists to strengthen the resilience, reach and voice of the voluntary and community sector. Our vision is that there is a strong, sustainable and influential voluntary and community sector that is able to make a positive difference to people's lives.

Why Include Volunteers?

We recognise that volunteers (Sevadaars) play a vital role within our Charity and that their contribution enables us to deliver our services. We want to ensure that there are good working relationships between the Trustees and volunteers, and that volunteers are well supported.

- Our role is to encourage voluntary activity (Seva), and therefore we want to take a leading role in the involvement of volunteers to help deliver our services.
- We need people from all walks of life and all communities, who can bring their different skills and experiences to our work
- Volunteers bring a different perspective to the Charity, often reflecting the views of the local and wider community
- Volunteers can also help to extend the services we are able to offer.
- Volunteers will enable us to work collectively internationally.

Who is a volunteer?

A volunteer is any individual who undertakes unpaid activities on behalf of Mata Sahib Kaur Educational Trust of their own free choice.

Volunteers may be involved in short or long-term activities or as a one off. Typical activities may include:

- Supporting fundraising or awareness raising events
- Involvement in direct delivery of our services and projects
- Being part of our board of trustees

Roles and Responsibilities

Each volunteer will be supported and supervised by a designated member of Trustee Board. The designated Trustee will provide guidance, support

and supervision to the volunteer to ensure that the volunteering experience is a positive and rewarding one.

The volunteer role is based on trust and mutual understanding. There is no contractual obligation for the volunteer to attend or to undertake particular tasks. However, there is a presumption of mutual support and reliability and a reciprocal set of expectations:

Volunteers can expect:

- To have clear information about what is and is not expected of them
- To receive adequate support and training
- To be insured and to volunteer in a safe environment
- To be treated with respect and in a non-discriminatory manner
- To receive reimbursement for reasonable expenses
- To have opportunities for personal development
- To be recognised and appreciated
- To be able to say 'no' to anything which they consider to be unrealistic or unreasonable
- To know what to do if something goes wrong

The organisation expects volunteers:

- To be reliable, open and honest
- To uphold the organisation's values and comply with organisational policies
- To make the most of opportunities given, e.g. for training
- To contribute positively to the aims of the organisation and avoid bringing the organisation into disrepute
- To carry out tasks within agreed guidelines

Volunteer Recruitment

Volunteer Recruitment will usually involve a standard skills audit form, informal interview and the taking of references. Some roles may require further checks such as DBS checks which will be undertaken in accordance with the latest guidance. For example, for some roles it might be reasonable to avoid application forms and meet all applicants.

Equal opportunities principles will be adhered to when recruiting volunteers and an additional form will be used to record monitoring information for our Equal Opportunities Policy.

Where it is reasonable to do so, we will be flexible with the tasks within role descriptions – e.g. where some tasks may be difficult for a person with anxiety, or to better fit the motivations of the individual.

Where applicants are not able to be placed into their preferred role, they will be given feedback and the opportunity to discuss other roles with ourselves or other local organisations.

International Volunteers

MSKET is a UK based charity which works overseas to provide humanitarian projects and services, including health care and education.

MSKET trustees consider the safeguarding elements of supporting projects, working with partners and employing staff locally. Our charity may also work in high risk areas and assessment of risk for the protection of staff, volunteers and vulnerable beneficiaries will be considered.

MSKET will:

- be aware of different risks for staff, volunteers and beneficiaries who are overseas
- Complete Risk Assessments for new and different environments
- have suitable reporting and monitoring processes in place for any work overseas
- monitor where you work for any changes or new safety systems which are needed
- Provide safeguarding and safety compliance training for all international volunteers

MSKET International volunteers must also understand some of the challenges of working overseas include:

- different cultures, practices or legal systems
- an unstable environment, like a conflict zone
- working with many partners
- language and communication barriers

For extra guidance, please read the *volunteer safety manual*.

Induction and Training

Volunteers will receive a full induction which will include:

- 1) An introduction to other volunteers and Trustees
- 2) A copy of the Volunteer Handbook containing copies of Mata Sahib Kaur Educational Trust policies in respect of Health and Safety, Equal Opportunities, Confidentiality and Safeguarding
- 3) Expenses Form and verbal instruction as to its completion
- 4) Health and Safety procedures including verbal instruction regarding the Fire Evacuation Procedure
- 5) Any relevant Housekeeping

In general, training will be provided by the volunteer's supervisor in an 'on the job' basis, but some roles may require formal training – e.g. in safeguarding issues. The designated trustee will help advise on what training might be needed.

Recognition

Volunteers will be given the opportunity to share their views and opinions of their experiences of volunteering with us. We will also recognise their contribution through social media and by saying thank you.

Confidentiality

All volunteers are bound by the same requirements for confidentiality as Trust, as laid down in any Mata Sahib Kaur Educational Trust policy or by verbal instruction from their supervisor. Volunteers who will have access to confidential information will be asked to sign a confidentiality agreement. Breach of confidentiality is taken very seriously and may result in us asking the volunteer to leave and further action could be taken.

We are bound by the Data Protection Act to ensure that we treat volunteer information with respect. Only staff who need to see information for purposes related to volunteer involvement will be able to access it. We will not pass information on without permission.

Expenses

It is the policy of Mata Sahib Kaur Educational Trust to reimburse relevant volunteers' expenses against the production of receipts or proof of travel payments.

Mileage expenses will be reimbursed in line with the current rates paid by HMRC (currently 45p per mile) up to a distance of 10,000 miles per volunteering session, 25p per mile thereafter.

Health and Safety

Mata Sahib Kaur Educational Trust appreciates that all Trustees and volunteers have the right to work and volunteer in a safe environment. Therefore, all staff and volunteers must carry out their duties in line with MSKET Health and Safety Policy whilst engaged in their work/volunteering activity.

Volunteers are covered by MSKET Public Liability Insurance but if they wish to use their car to carry out any aspect of their volunteering role, the onus is on the volunteer to notify their insurance company to ensure that they are covered on their vehicle insurance.

Diversity

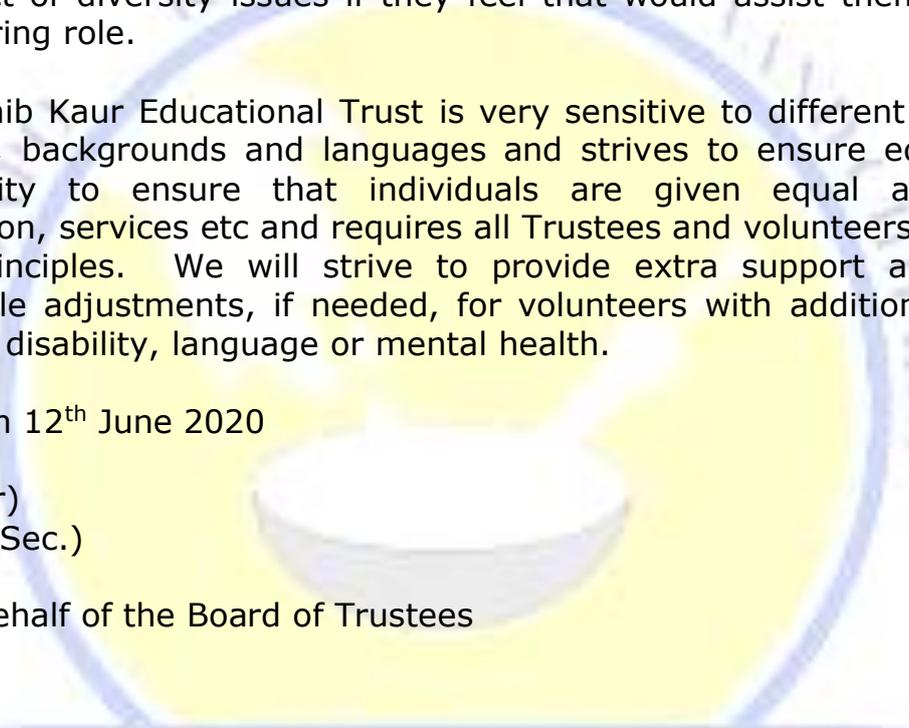
All volunteers will be expected to have an understanding and commitment to equal opportunities and diversity and should therefore ensure that they have read MSKET Equal Opportunities Policy. Volunteers are always expected to comply with this policy. Volunteers may also request training in respect of diversity issues if they feel that would assist them in their volunteering role.

Mata Sahib Kaur Educational Trust is very sensitive to different cultures, lifestyles, backgrounds and languages and strives to ensure equality of opportunity to ensure that individuals are given equal access to information, services etc and requires all Trustees and volunteers to follow these principles. We will strive to provide extra support and make reasonable adjustments, if needed, for volunteers with additional needs including disability, language or mental health.

Signed on 12th June 2020

KS (Chair)
IK (Gen. Sec.)

On the behalf of the Board of Trustees



MATA SAHIB KAUR
EDUCATIONAL TRUST