



Free2B Alliance

VOLUNTEER POLICY

Version: 1.6

Date:12/3/2021

Amended by: Amica HR

Authorised: Board of Directors

NEXT REVIEW DUE:

Next review period in 5 years – March 2026

Unless an earlier review is triggered by any of the following changes:

- There are changes to operating environment / or strategic direction of the company
- Work behaviour issues that require clarification
- Changes to government policy or legislation

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1 INTRODUCTION

This policy clarifies volunteer roles in Free2B and provides a framework for their involvement in the organisation's work.

2 SCOPE OF THE POLICY

Volunteering at Free2B (organisation) is defined as 'undertaking unpaid work by free choice on behalf of others (Volunteers) in society or the community and not in return for contractual remuneration'.

Board members, while also being volunteers within the organisation shall fall within scope of this policy. However, they perform a specific and distinct role as defined by their legal obligations within the constitution of the organisation as a Community Interest Company (CiC) as set out in the Community Interest Company Regulations 2005 ("CiC Regs"))

Those who work for Free2B, as part of a trainee placement are not covered by this policy. They should refer to the employee policies and the staff handbook.

3 GENERAL PRINCIPLES

Voluntary activities should complement and support the work of paid employees, but not be a substitute. There will be no legally enforceable contract between the volunteer and Free2B in relation to the placement. Volunteers shall not carry out the duties or work of paid employees, nor will their presence threaten the financial and contractual livelihood of any paid employee in the organisation. They will not fill in temporarily, vacant or discontinued posts unless by agreement of the board and it must be for a clearly defined and time limited purpose.

Free2B as an organisation recognises the value that voluntary work brings in providing help to the users of its services. Especially in furthering the organisation's commitment to achieving best practice standards in all areas of service delivery.

The volunteer does not have to accept the offer of a placement and may withdraw at any time, before or after the placement has started. Free2B is also under no obligation to offer the volunteering placement and may also withdraw the placement at any time, before or after the placement has started.

For the sake of convenience, the volunteer and Free2B should try to give each other enough notice of their intention to end the placement. Volunteers may undertake paid work for other organisations or other placements with other entities.

4 RECRUITMENT

Volunteering opportunities will be accessible to all sections of the community. Where it is necessary to advertise vacancies, this will be done in a way which is accessible to

members of the local community. All recruitment will be monitored in line with the Equal Opportunities, copies of which can be obtained upon request from [Lucie Brooke: lucie@free2b.lgbt | 07757 502 726.

Prospective volunteers will have their offers of assistance dealt with promptly. Each applicant will receive background information about the Free2B as an organisation, the service and volunteer roles, their responsibility descriptions and an application form and monitoring form which will cover (if applicable)

- volunteering project name
- project work sought
- reasons why the applicant wishes to volunteer
- dates and times available for volunteering work
- skills, knowledge and expertise they bring to the project
- details of two referees willing to give references
- consent to undertake a DBS Check

The application will be considered by a relevant staff member

5 SELECTION

The minimum age for volunteers is 21 years. There is no upper age limit, but due regard for the health and safety of all is a consideration.

Free2B welcomes volunteers with experience of the criminal justice system.

The disclosure by any prospective volunteer of an unspent criminal conviction will not necessarily prevent them from becoming a volunteer with Free2B. The recruitment panel will consider each applicant in these circumstances on a case by case basis

All applications for volunteers will be considered regardless of any Disability. Due to the layout of some buildings that Free2B operate within and the nature of the service delivery, it may be difficult to offer volunteer roles for people who have severely impaired mobility, hearing or sight. Reasonable adjustments will be made wherever possible.

All prospective volunteers who meet the eligibility criteria will be invited to meet with staff. The meeting and discussion will be recorded in line with the recruitment practices, but it is expected staff holding these meetings will ensure that the process is less formal than a traditional interview so as not to unduly deter volunteers. Meeting prospective volunteers will be undertaken by a member of the service management team.

During the meeting prospective volunteers will be given the opportunity to explore whether their available time and skills match the requirements of the voluntary position.

Prospective volunteers must provide two references with their application. No volunteer will be allowed to start work until satisfactory references have been received and a DBS check has been completed and approved. All volunteers within Free2B will be DBS checked in line with the organisation's and legal requirements.

6 INDUCTION

Prior to commencing work, all volunteers will receive an induction appropriate to their level of involvement and responsibility.

The induction sets out the goals and expectations of the project and the types of work that the applicant will undertake. Volunteers are required to keep Free2B information confidential and not disclose it to third parties or make use of or take advantage of confidential information during the volunteer placement or project, or after it has ended.

All Free2B's policies and procedures will apply to the volunteer during their time volunteering. They will be fully briefed about the policies and procedures of the organisation and will have access to the relevant policies and procedures during their period of volunteering.

Volunteers will receive relevant training on hazards and risks relevant to their project or placement.

7 SUPERVISION & SUPPORT

Volunteers will be allocated a supervisor and provided with details of who to contact in an emergency should their nominated supervisor not be available.

Volunteers will be offered the opportunity to attend staff meetings where issues affecting their work are to be discussed. Supervisors will be expected to represent the views of volunteers at staff meetings/team days.

Volunteers are subject to the same disciplinary & grievance procedures as employees. Full details are available in the staff handbook which is available on request. If a volunteer fails to exhibit an acceptable standard of conduct or performance, the issue will be dealt with in accordance with the Disciplinary Procedure if the issue cannot be informally resolved through supervision.

The Grievance procedure should be followed if a volunteer has a complaint, which it has not been possible to resolve through other channels.

Any complaints received about a volunteer will be handled by the volunteer's supervisor in the first instance, by meeting with the volunteer to discuss the complaint and establish what happened. If the explanation is not satisfactory, Free2B reserves the right to end the volunteering arrangement with immediate effect. A volunteer that is

dissatisfied with a decision to end the volunteering arrangement may write to the Board of Directors, whose decision will be final.

Volunteers in client contact roles will be required to complete mandatory safeguarding training within 3 months of commencing their role. All additional training requests will be discussed during supervision and review meetings and suitable courses will be sought and provided where appropriate. The volunteer's supervisor may identify further training needs during the course of the volunteering project or placement.

8 CHANGING ROLES & LEARNING

Volunteers may request a reference and where appropriate this will be provided.

To ensure continuity of service and to minimise the impact upon service users, volunteers should give at least one month's notice of their intention to leave the organisation.

9 ADMINISTRATIVE MATTERS

Volunteers are entitled to reimbursement of appropriate travel expenses in accordance with current Free2B practice. However, expenses must be kept to a reasonable minimum. Volunteers will not be authorised to use their own vehicles during the course of their duties, unless there are exceptional circumstances and authorisation must be approved first by the management team in writing.

Volunteers will be given adequate resources to undertake the duties for which they were recruited to the role for. If Volunteers believe further resources are required to undertake a duty they should in the first instance raise this with their names supervisor stating what is required and why. The request will be considered and agreed where possible and practical. If declined, this will be explained by the supervisor and alternative solutions considered during supervision.

The Company will maintain a folder for each volunteer, containing a copy of the signed volunteer agreement. The agreement sets out the volunteer's specific role and restrictions. The folder will also contain a copy of any signed non-disclosure and confidentiality agreements alongside application forms, references, personal details, notes of any meetings and records of training attended as applicable.

Volunteers have a right to request access to their own records and can do so formally in writing. Applications for Subject Access Requests must be made in writing, further guidance can be found here <https://ico.org.uk/for-the-public/personal-information/>

10 INSURANCE AND LIABILITY

Volunteers should not act outside their project role or activities set out as part of their placement. Volunteers must ensure they take reasonable care of both themselves and

others who may be affected by their actions or inactions. This includes clients and members of the public.

The appropriate level of insurance is provided as part of volunteering projects which extends to personal injury, professional and public liability insurance if a volunteer does not possess this themselves.

Vicarious liability for the actions of volunteers may arise when the volunteer is carrying out work on a project or in the workplace. The volunteer may also be jointly liable for their own wrongful acts or omissions. As indicated in Free2B's health and safety policy, volunteers are under a duty to follow the policy and procedures that apply to their volunteering placement.

The volunteer's supervisor will complete a risk assessment in respect of health and safety.

If an accident occurs on a project or in the workplace, this should be reported to Free2B and recorded in the accident book which can be located in Appendix 3 of the health and safety policy.

Free2B insurance, in relation to public liability, covers all volunteers. A copy is available upon request.

11. RIGHTS & RESPONSIBILITIES

Free2B recognises that volunteers are a valuable resource to the organisation. They shall therefore be extended the right to:

- be given meaningful assignments'
- be treated with respect;
- be provided with relevant and effective supervision;
- refuse tasks that goes beyond those for which they were recruited;
- be consulted upon those areas of work which are relevant to them, through the appropriate channels;
- be advised of their legal responsibilities; and
- receive feedback.

In return, volunteers shall agree to:

- Uphold confidentiality in line with current data protections law and regulations;
- Abide by all relevant policies and procedures (as detailed in sections 2 to 10);
- Fulfill and meet any legal requirements over and above Free2B's policy;
- Respect clients, employees and fellow volunteers;
- Provide a minimum commitment appropriate to and as reasonably requested; and
- Actively perform their duties to the best of their abilities, seeking guidance when required and conducting themselves appropriately.