

## **Arthur Hill – Save Our Swimming CIC Volunteer Policy**

### **1. Introduction**

Arthur Hill – Save Our Swimming CIC values the contribution of volunteers towards helping us to deliver our services and gain new skills and perspectives, and also in giving volunteers an opportunity to spend their time constructively with us and gain new experiences.

This document outlines Arthur Hill – Save Our Swimming CIC's policy on involving volunteers with our work. The policy provides guidance to volunteers and staff to help your volunteers work constructively and get the most from their time with us. This policy does not apply to a person acting as a Director for the company.

### **2. Volunteering principles**

Arthur Hill – Save Our Swimming CIC values the work of volunteers. The following principles reflect this commitment:

- We will ensure that volunteers are effectively integrated into the organisation.
- We encourage the involvement of volunteers from a wide range of backgrounds so that our service is representative of the community in Reading and so that we are able to respond more effectively to local needs.
- We do not recruit volunteers to replace paid staff.
- We expect that staff at all levels will work positively with volunteers.
- We will provide opportunities to help volunteers develop and acquire new skills.
- We intend that working with volunteers will increase our contact and involvement with the local community.

### **3. Recruiting volunteers**

All prospective volunteers will be given a task description stating the requirements for the role including skills and experience. They will be provided with an opportunity to discuss the position informally with the relevant company staff member and / or a Director. Volunteers will be subject to a four week trial period.

We are required to take certain safeguards to protect vulnerable groups and individuals whom we help. Therefore we ask for details of unspent criminal convictions. All information will be completely confidential and considered only in relation to the particular volunteer placement. Volunteers working in certain roles (poolside work and roles which are likely to bring them into contact with children) will be required to undergo DBS vetting.

The company will use its discretion on a case-by-case basis as to what convictions or disciplinary actions are relevant to individual volunteer tasks and roles.

### **4. How we work with volunteers**

#### ***Induction and training***

The induction procedure for volunteers will ensure that the volunteer is provided with the relevant task descriptions and policies and procedures and participates in a risk assessment for the role.

Policies with which volunteers should be familiar are the Volunteer Policy, Health and Safety Policy, Safeguarding Policy, Equal Opportunities Policy, and Confidentiality and Data Protection Policy.

The volunteer will meet and be introduced to the member of staff who will supervise them. The induction meeting will follow an induction checklist (Annex A). Both the volunteer and their supervisor will sign a volunteer agreement (Annex B) and a confidentiality agreement at the conclusion of the induction meeting.

### ***Volunteer Expenses***

Arthur Hill – Save Our Swimming CIC is keen to involve volunteers with relevant skills regardless of their financial situation. All volunteers are welcome to have reimbursed upon production of a receipt their reasonable and genuine out of pocket expenses eg for travel or childcare (for one-off training or other events as agreed with the supervisor on a case-by-case basis). Travel expenses will require a receipt.

Any such reimbursement for expenses is not a consideration for services, and so does not affect benefits in any way and is not subject to income tax or national insurance.

### ***Support and Supervision***

Volunteers will have a named member of staff as their direct supervisor. They will be provided with occasional one-to-one supervision sessions to feed back on progress, discuss future development and raise any problems or concerns.

### ***Information, Equipment, and Materials***

The volunteer's supervisor will ensure that the volunteer receives all relevant information, procedures, materials and notification of meetings etc. Use of equipment such as computer, stationery, etc, will be provided according to the needs of the voluntary role. The volunteer is to be instructed in the proper use of any equipment and advised of relevant health and safety issues.

### ***Policies and Procedures***

Volunteers with Arthur Hill – Save Our Swimming CIC are expected to adhere to the policies and procedures of the organisation. It is the responsibility of each volunteer's supervisor to ensure that all policies and procedures are read and understood by the volunteers. However, volunteers should ask if they are not sure about anything.

The following policies are particularly important for volunteers:

- Health and Safety and Safeguarding: All volunteers must comply with the company's Health and Safety policy and Safeguarding Policy.
- Equal Opportunities/Diversity: The company will not tolerate any discriminatory behaviour towards or by volunteers.
- Confidentiality and Data Protection: The company is committed to meeting its legal obligation to the principles of data protection and operates a policy for the protection of personal data. No information which is held about our volunteers will be shared with a third party. All paperwork relating to volunteers will be kept under lock and key.

### ***Risk Assessment***

Health and safety is paramount in our organisation and consideration will be given to the risk issues around any volunteering role with the company. The supervisor and volunteer will undertake a risk assessment completed for each role.

### ***Procedures for problems or complaints***

If a volunteer is not happy with any aspect of their involvement with the company they should first discuss the matter with their supervisor. The supervisor will in all cases try to resolve the matter in the most appropriate manner. It may be necessary to tackle a grievance in a more formal way in which case the matter should be raised with the Company Secretary or a Director.

All volunteers are expected to adhere to the policies and uphold the aims of the company, and as its representatives behave in an appropriate manner. If a volunteer behaves, or is suspected to have behaved in a manner likely to cause offence or bring the company into disrepute, the volunteer's supervisor will discuss the matter with the volunteer and a disciplinary procedure may be implemented. The Company Secretary has the authority to prevent any individual from volunteering with the company, although any such decision will be made on objective criteria and within the principles and practices of our Equal Opportunities Policy.

Arthur Hill – Save Our Swimming CIC aims to provide a volunteering environment that is enjoyable and rewarding. We welcome feedback from volunteers on the quality of the volunteering experience we offer.

Adopted: 15 February 2017

Review date: January 2018

**Annex A**  
**Arthur Hill – Save Our Swimming CIC**  
**Volunteer agreement**

**Arthur Hill – Save Our Swimming CIC will:**

- Reimburse your out of pocket expenses (receipts must be provided).
- Pay other expenses if agreed in advance.
- Provide refreshments (tea and coffee).
- Provide a working environment which is healthy, safe, and supportive.
- Offer a one month trial period.
- Provide you with feedback about your work.
- Give you a reference (after a minimum of two months volunteering).
- Allocate a supervisor for your work and a Director who you can approach if there are any problems you cannot resolve with your supervisor. Your supervisor will be ..... and the Director will be .....

**Voluntary work will be offered if:**

- Your skills match the task available.
- You agree to follow the corporate policies which the company Directors have endorsed.
- Any reasonable adjustments to working arrangements to meet your needs can be agreed, or suitable support offered.
- You are able to work on your own initiative after induction and any necessary training.

**Volunteer work may not be offered or may be ended if:**

- The nature of the task cannot be adjusted to meet your needs.
- We are unable to provide sufficient support to meet the needs of the task.
- We consider that you are unable to work unsupervised or are unable to do the tasks offered.

Signed:

..... Volunteer      Date: .....

..... for AH-SOS      Date: .....

## **Volunteer Induction Check list.**

Tick bullet points as you go through them. Photocopy the check list and give one copy to the volunteer and put one on file.

- Name:
- Start date:
- Trial period ends:
- Length of time you will be volunteering with us and end date:
- Hours/days you will be volunteering with us:
- Fares and expenses agreed:
- Working arrangements (location):
- Your supervisor will be (name and post):
- Volunteer agreement – to be signed and attached to this check list.
- Exchange contact details (phone / mobile):  
Office  
Supervisor  
Board contact  
Volunteer
- Task description
- Risk assessment (including lone worker arrangements)
- Policies:  
Health and Safety  
Safeguarding  
Equal Opportunities  
Confidentiality and data protection: confidentiality agreement (must be signed)  
Complaints
- Company purpose, ethos and history:

- Company structure.  
Community Interest Company.  
Directors: Role, who they are, and meetings.  
Staff and other volunteers: introduce and explain what they do.

- Website and social media
- Agree to be added to database (AH-SOS use only)
- First Aid kit and accident book
- Fire exit
- Review meetings
- Evaluation and exit interview.

If relevant:

- Timesheet spreadsheet
- Post in / out
- Show round the office.
- Phone / fax machine - show how to use
- Photo-copier - show how to use
- Show where paper/stationary is kept
- Telephone, how to greet callers, and message-taking arrangements
- Sorry - no car parking space available.
- Tea and coffee making facilities and lavatory
- Photo and short biog for website

Volunteer signature:

Date:

For company:

Date:

## **Criminal convictions**

(This sheet will be kept separately and will be destroyed when you finish volunteering with us)

Our company's activities require working with members of the public, including children and young people and vulnerable adults. As part of our duties in protecting people in vulnerable situations we require our volunteers to disclose any unspent or relevant criminal convictions they may have, and may also carry out a DBS check. A criminal conviction may not prevent you from volunteering with us. We will seek to find a suitable volunteering opportunity for you and we will always treat you in accordance with our equal opportunities policy.

Declaration:

I have no unspent criminal convictions or convictions which I should declare in accordance with the Rehabilitation of Offenders Act 1974)

Signed

(Name)

I declare I have the following convictions (please give offence and date of conviction together with any other information you consider relevant):

Signed

(Name)