

LLANTWIT FARDRE COMMUNITY COUNCIL



VOLUNTEER POLICY

1. INTRODUCTION

- 1.1 Llantwit Fardre Community Council recognises the valuable contribution that volunteers can bring to the work it does in the community and how vital volunteers can be for projects and events to be successful.
- 1.2 The Council also recognises that volunteers are motivated, because it is their choice to volunteer and give their time freely. In turn, the Community Council wishes to provide volunteers with opportunities that will help them develop new skills and experiences.
- 1.3 The aim of this policy is to ensure volunteers and what volunteers can expect from the council; it sets out principles and practices by which the council will involve volunteers.
- 1.4 This policy applies to all volunteers undertaking work or duties on behalf of the council in a voluntary capacity. It does not apply to those who are directly employed or contracted by the council or to councillors.
- 1.5 Officers may identify the opportunity for volunteering with the council, but all volunteering opportunities must be approved by the Clerk.

2. PRINCIPLES

- 2.1 All employees will be expected to work positively with any volunteers and where appropriate, will actively seek to involve them in their work.
- 2.2 The council aims to provide volunteers with satisfying roles and the opportunity for personal development. The council seek to help volunteers meet these needs.
- 2.3 The Council will not introduce volunteers to replace paid staff.
- 2.4 For all volunteering roles, there will be a member of staff (line manager) who has responsibility for the management of volunteers.
- 2.5 The Council is committed to providing equal opportunities for all volunteers, irrespective of their characteristics and opposes all forms of unlawful or unfair discrimination. The Council's Equality Policy for employees will always be adhered to in relation to the support of volunteers.

3. RECRUITMENT AND INDUCTION

3.1 The Council may recruit volunteers using a range of methods, including word of mouth, advertising, talking with other organisations or engaging volunteers through another organisation. It may also directly approach people who have previously volunteered with the council.

3.2 All volunteers will be asked to sign a volunteer agreement which details the role and agrees to abiding by the relevant council policies. This requirement may be disapplied where volunteers are working through a partner organisation which has similar agreements in place for its volunteers.

3.3 All volunteers will receive the appropriated induction which will aim to familiarise volunteers with the specific area in which they volunteer in. (which includes risk assessments and safety measures).

4. SUPPORT, INVOLVEMENT AND PROBLEM SOLVING

4.1 All volunteers will have a named person as their main point of contact.

4.2 Volunteers must always follow the council's health and safety policies and procedures

4.3 The council will inform volunteers of any specific health and safety measures which must be taken during a voluntary activity, and volunteers must wear, any PPE as required.

4.4 Volunteers must report any accidents to the volunteer coordinator

4.5 Volunteers are covered by the council's insurance policies whilst undertaking official duties on behalf of the Council; cover is not provided for unauthorised actions or actions taken outside the volunteering agreement.

5. EXPENSES

5.1 Volunteers will be reimbursed for any out-of-pocket expenses incurred on behalf of the council where this has been approved in advance. Receipts must be provided.

5.2 With prior agreement of the Clerk, reasonable personal expenses may be reimbursed on a case-by-case basis to enable volunteers to overcome financial barriers.

6. VOLUNTEERS CONDUCT

6.1 Volunteers represent the council and whilst they are not employees there are certain exceptions the council has for its volunteers. Volunteers are expected to:

- a) Undertake the volunteering duties to the best of their ability
- b) Treat all volunteers, staff, contractors and members of the public fairly and courteously,
- c) Respect decisions taken by staff and follow all reasonable instructions
- d) Follow safety procedures and wear PPE when directed and it is provided
- e) Wear suitable clothing (including suitable footwear), provide identification if required and take any step to protect themselves in the environment they are working in
- f) Not behave in a way which could bring the council in to disrepute
- g) Return any equipment /clothing supplied at the end of their duties
- h) Uphold the council's values and comply with organisational policies
- i) Carry out tasks within agreed guidelines.

7. GREIVENCE

7.1 The council aims to treat all volunteers fairly, objectively and consistently. It seeks to ensure that volunteers views are heard, noted and acted upon promptly.

7.2 The council will attempt to deal with any problems informally and at its earliest opportunity. All volunteers will have a named person whom they can turn to in the case of any difficulties. Where informal resolutions is not possible, the Council's Complaints policy will be adhered to.

7.3 Volunteers will be made aware of the Council's complaints policy and how to use it.

8. MOVING ON

When volunteers move on from regular volunteering with us, they will be asked to provide feedback on volunteering experiences via an exit questionnaire more fully.

Other relevant documents:

Health & Safety Policy, Equality & Diversity Policy, Social Media Policy, Safeguarding Policy, Data protection protocol.

