

VOLUNTEER POLICY V1.3

APPEER COMMUNITY INTEREST COMPANY (CIC)

Policy Statement

At APPEER CIC, we value the dedication and generosity of our volunteers, as they are essential to our mission of supporting autistic girls and women. We strive to create a positive and supportive environment where volunteers feel confident and appreciated.

Purpose

This policy outlines the principles and guidelines for volunteer involvement at APPEER CIC. Its goal is to ensure that volunteers are effectively integrated into the organisation and receive the support they need in their roles. Additionally, it aims to define the mutual expectations between APPEER CIC and its volunteers, ensuring safe, meaningful, and empowering volunteer experiences.

Scope

This policy applies to all volunteers and staff engaged in activities with APPEER CIC.

1. Volunteering at APPEER CIC

Volunteering involves dedicating your time and energy to benefit society and the community without receiving financial compensation. We recognise the significant contributions of our volunteers and are committed to supporting them throughout their experience.

Appeer's commitment to volunteers

- ✓ To provide an induction to Appeer Community Interest Company and the volunteering role
- ✓ To provide training, support, encouragement and guidance to help volunteers develop in their volunteering role
- ✓ To ensure that only relevant information about volunteers will be stored (and in line with GDPR and Privacy regulations) and will not be shared with third parties without consent unless we are legally obliged to do so
- ✓ To share updates and information about what is happening at Appeer CIC

Your Rights as a Volunteer

Volunteers can expect to:

- Be treated with respect and fairness.
- Work in a safe and supportive environment.
- Receive appropriate induction, training, and supervision.
- Be given clear information about their roles and responsibilities.
- Have their personal information kept confidential.

Volunteer Expectations and Requirements

Volunteers at APPEER CIC are expected to:

- Commit to Agreed Schedules – Attend volunteer sessions at the agreed times and notify supervisors promptly of any absences.
- Follow Policies and Procedures – Adhere to all organisational policies, including safeguarding, health & safety, data protection, and code of conduct.
- Maintain Confidentiality – Respect the privacy of participants, staff, and the organisation by handling sensitive information appropriately.
- Represent the Organisation Positively – Act professionally and promote APPEER CIC's values, mission, and ethos.
- Complete Induction – Participate in the organisation's full induction to understand policies, procedures, and their role.
- Provide Notice if Leaving – Give sufficient notice if unable to continue volunteering.
- Raise Issues or Concerns – Report any problems or concerns relating to their voluntary work to their supervisor.
- Support the Organisation's Mission and Ethos – Agree with and uphold APPEER CIC's aims, values, and organisational culture.

Volunteer recruitment process

Recruitment of volunteers will be from all sections of the community and will be in line with Appeer CIC **Equity, Diversity and Inclusion Policy**.

We will strive to ensure accessibility of the opportunity to members of the autistic and/or neurodivergent community, whose lived experience enriches our work and our support to Appeer Participants.

- Volunteers will be recruited in line with APPEER CIC's Equity, Diversity, and Inclusion (EDI) policy, drawing applicants from all sections of the community.
- Opportunities are designed to be accessible to members of the autistic and/or neurodivergent community, whose lived experiences enhance APPEER's work and improve support for participants.
- Recruitment processes aim to be fair, transparent, and inclusive, ensuring that all applicants have an equal opportunity to contribute meaningfully to the organisation.

Volunteer Application and Interviews

- Potential applicants may apply for a volunteer role at any time and should receive a response within 10 days of the application.
- Applicants may be invited to an **informal meeting** with the Volunteer Coordinator.

The meeting provides an opportunity to:

- Discuss the applicant's interests, skills, and motivations.
- Provide more information about APPEER CIC, its mission, values, and volunteer roles.

- Ensure a suitable match between the applicant and the role.
- This process supports inclusive and accessible recruitment and helps ensure volunteers are well-informed and prepared for their duties.

Induction and support

All volunteers will receive a thorough induction into the organisation.

- Role-specific training will be provided.
- Ongoing support and supervision will be available.

Safe Recruitment and Volunteering

Any volunteer working with young people, vulnerable adults, or in a position of trust will be required to undergo an enhanced DBS check. APPEER CIC will cover the cost of this check.

Insurance

Volunteers are covered under APPEER CIC's insurance policies while engaged in approved volunteer activities.

Expenses

Reasonable out-of-pocket expenses may be reimbursed, provided they are agreed upon in advance and supported by receipts.

Problem Resolution

In the event of a concern or issue:

- Volunteers can speak with their supervisor or the Volunteer Coordinator.
- Concerns will be addressed promptly and respectfully.
- Volunteers may be asked to leave if they breach policies or behave inappropriately.

Equity, Diversity and Inclusion

Appeer CIC is committed to a policy of equal opportunities. This principle will apply to service delivery, recruitment, volunteering, promotion, training, facilities, procedures and all terms and conditions.

Volunteer Supervision and Support

- Each volunteer will be assigned a named contact person responsible for supervision, guidance, and support throughout their time with APPEER CIC.
- Volunteers will receive comprehensive information about their chosen area of work, including a clear outline of responsibilities to APPEER CIC.
- All volunteers will undergo induction and task-specific training to ensure they can perform their duties safely and effectively.

- APPEER CIC recognises that problems can arise in all workplaces. Volunteers are encouraged to raise any concerns or issues promptly with their named contact person, so they can be addressed and resolved at the earliest opportunity.
- The organisation is committed to providing a supportive environment, ensuring volunteers feel valued, informed, and equipped to carry out their roles.

Confidentiality

Volunteers will be bound by the same confidentiality conditions as Appeer CIC paid staff.

Expenses & Insurance

Expenses

- APPEER CIC will reimburse any necessary out-of-pocket expenses incurred by volunteers in the course of carrying out their agreed duties
- All expenses must be agreed in advance with the relevant supervisor or staff member
- Reimbursement will be made in line with the organisation's Expenses Procedure

Insurance

- Volunteers are covered by APPEER CIC's Employment Liability and Public Liability insurance while carrying out their agreed duties.
- This coverage ensures volunteers are protected against claims arising from their authorised activities on behalf of the organisation.

Health and Safety

All volunteers are covered by the same health and safety policies and provisions as staff.

Relations with paid staff

APPEER CIC is committed to ensuring that volunteers' work complements, rather than replaces, the work of paid staff.

Steps will be taken to ensure that all staff are clear about the roles and responsibilities of volunteers, promoting understanding and collaboration across the organisation.

APPEER CIC recognises the importance of training for staff working alongside or managing volunteers, to ensure effective supervision, communication, and teamwork.

The organisation is committed to fostering positive working relationships between staff and volunteers, creating a supportive and productive environment for everyone.

For further information

If you have any questions or concerns about this policy, contact the CEO at CEO@appeer.org.uk

VOLUNTEER POLICY

Version No: 1.3	
Summary:	Our policy outlining the principles and commitments to volunteers supporting or wishing to support the work of Appeer CIC.
Policy Owner:	Annaliese Boucher
Author:	Annaliese Boucher
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Change Record				
Date	Author	Version	Page/s	Reason for Change
20/04/2024	Jo Dilworth	1.1	Throughout	Changes in roles
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