



# Volunteer Policy

Our organisation is run by volunteers and through this policy we show that care and thought has gone into how our volunteers are treated. This policy also ensures fairness and consistency, because being able to refer to a written policy will mean that decisions are not made on an ad hoc basis and that all volunteers are treated equally and fairly. Volunteers know where they stand, they know what they can expect and where they can turn to if they feel things are going wrong.

## **Recruitment:**

We will use appropriate means to advertise for volunteers locally that take into account the principles of our Equal Opportunities and Diversity policy. Applicants will be asked to complete an application form and will be interviewed by our Chairperson.

A Disclosure and Barring Service (DBS) check (previously Criminal Record Bureau CRB)) with the Government Disclosure and Barring Service.

## **Induction and Training:**

Volunteers will all undertake induction training to include:

- The role of the volunteer
- A list of all SNN volunteers
- A list of the Management Committee members
- Copies of all the relevant policies
- Essential procedures:
  - Timekeeping
  - Expense forms
  - Paperwork relating to work done.
- Ongoing training and how individuals identify and communicate their training needs
- Code of Practice
- Other information as appropriate.

Discussion to identify a volunteer's individual training need will take place with a member of the Management Committee.

## **Expenses:**

SNN value their volunteers and want to ensure that there are no barriers to volunteer involvement. All out of pocket expenses, if required, will be reimbursed, including mileage at £0.25 per mile. All volunteers, whether or not they want to be reimbursed, will complete an expense form and pass it to our Treasurer. It is important that SNN are always aware of what repayment of out of pocket expenses would be if everyone claimed.

## **Insurance:**

SNN has a valid insurance policy which you are advised to read – a copy can be obtained from our Treasurer.

**Confidentiality:**

SNN's requires an explicit confidentiality policy, which all volunteers, including the Management Committee, are obliged to observe.

**Resolving Problems:**

The relationship between the organisation and our volunteers is entirely voluntary and does not imply any contract. However, it is important that the organisation is able to maintain its agreed standard of service to our service users, and it is also important that volunteers should enjoy making their contribution to this service.

If a volunteer does not meet with the organisation's standards, here is how it will be dealt with:

1. Initially, the volunteer meets with a member of the Management Committee who will explain the concerns
2. If this does not resolve the concern then a meeting with our Chairperson will be convened
3. If the volunteer's work still does not meet with our standards then SNN shall have to stop using the services of the volunteer.

At all times the volunteer will be able to freely state their case and can have a friend to accompany them.

If a volunteer is dissatisfied with any aspect of their work they should:

1. Initially explain their dissatisfaction with a member of the Management Committee
2. If that does not resolve the issue then a formal meeting with our Chairperson should follow
3. If after this, the volunteer's dissatisfaction remains unresolved, and SNN are unable to resolve the volunteer's grievance, then it would be inappropriate for the volunteer to continue to be a volunteer for SNN.

At all times the volunteer will be freely able to state their case and can have a friend to accompany them.

This Volunteer Policy is freely accessible to all.

**Policy Review**

This policy will be reviewed at the first meeting of the incoming Management Committee each year. It will also be reviewed in response to changes in relevant legislation, contractual arrangements, good practice or in response to an identified failing in its effectiveness.

Date adopted and approved by the SNN Management Committee.

12<sup>th</sup> June 2014