

Volunteering Policy

Youth Resource Services (referred to as The Rendezvous) is committed to:

- providing meaningful opportunities for volunteers to engage in the life of the charity;
- recognising the major contribution volunteers make to the life of the centre and the work that it does;
- providing the support and training volunteers need to deliver the charity's mission safely and in line with the charity's values.

The Rendezvous recognises 'Volunteers' as:

- people who perform a task at the direction of or on behalf of the organisation without compensation (or expectation of compensation) beyond reimbursement of expenses incurred in the course of their duties
- performing a role that is not used to displace any paid employees from their positions

The Rendezvous will ensure that Volunteers are:

- given meaningful assignments and recognised for the work they do
- treated as equal co-workers
- given effective supervision
- offered full involvement and appropriate training

The Rendezvous will in return expect Volunteers to:

- actively perform their duties to the best of their abilities
- uphold the values, goals and policies of the organisation.

Volunteer Roles

- All volunteers will have a role description which will outline the purpose and duties of the position, a designated line manager, work place and suggested timeframe for the performance of the role as appropriate.
- The Volunteer Coordinator or other senior staff member will match each successful applicant to an appropriate volunteering role taking into account experience, qualifications and areas of interest.

Volunteer Recruitment Process

- Recruitment will be in line with our safer recruitment policy.
- We will use appropriate means to advertise for volunteers that take into account the principles of our Equal Opportunities, Diversity and Inclusion Policies.
- The applicant will complete a standard Rendezvous application form that meets Safer Recruitment guidelines. Help can be given with this if necessary.
- Two references will be taken up.
- A criminal records check will be made with the Disclosure and Barring service for every volunteer.

Appointment - Volunteering Role

Following interview, receipt of satisfactory references and DBS clearance the Volunteer will be given:

- a letter confirming their acceptance onto the Rendezvous volunteering programme;
- a Volunteer Agreement to be signed (two copies – one to be kept by the volunteer and one to be retained by the Rendezvous);
- an induction pack which will contain:
 - a list of all staff members and volunteers with basic outline of their areas of responsibility.
 - an organisational chart including the Trustees.
 - copies of key policies: volunteering policy, safeguarding policy, confidentiality agreements, health and safety, equal opportunities and diversity, volunteering policy.
 - behaviour management
 - operational procedures: hours of operation, safer working practice
 - emergency contact details

Induction and Training

There will be an induction prepared and delivered by the Volunteer manager or other staff member as appropriate. This may be individually tailored and will include:

- the role of the volunteer
- communications
- introduction to the line manager (who may or may not be the Volunteer manager)
- safeguarding and confidentiality
- health and safety – including fire safety awareness, first aid
- safer working practice
- general operational procedures – notification of absence...
- emergency contact details
- training opportunities

There will be a trial period of four weeks OR eight sessions (whichever is shorter) to allow both the volunteer and the organisation appropriate time to discover if they are suited to each other. A review will be made midway through the trial period and also at the end.

Expenses

We value our volunteers and want to ensure wherever possible there are no barriers to involvement. Reasonable out-of-pocket expenses for travel agreed in advance by The Rendezvous will be reimbursed as appropriate.

In order to claim expenses an expense form must be completed and approved by your line manager and then passed to the administrator. No expenses can be paid without a receipt.

Support

Volunteers will receive regular supervision with their line manager and will be encouraged to raise any problems or issues that may arise as soon as possible with them. They may also be matched to an appropriate team member who will provide appropriate role specific support.

Volunteers who are not line- managed by the Volunteer Manager will also have the opportunity to meet with him/her as required.

Insurance Policy

The organisation has a valid insurance policy.

Policies

The Rendezvous has explicit Safeguarding, Confidentiality and Equal Opportunities & Diversity policies which all staff, volunteers and trustees are obliged to observe.

Ownership

Any work carried out by Volunteers for and on behalf of the Rendezvous remains the sole possession of Youth Resource Services (The Rendezvous, Sherborne) Ltd.

Resolving Problems

The relationship between the Rendezvous and its volunteers does not imply any contract of employment. However, it is important that the organisation is able to maintain its quality of service to the young people and is equally important that volunteers should enjoy their volunteering experience with the Rendezvous.

If for any reason the volunteer does not meet the organisation's standards, this will be dealt with as follows:

1. A meeting with the line manager or Volunteer Manager who will discuss concerns.
2. If this fails to resolve the matter then a meeting with the Chief Executive will be convened.
3. If the volunteer still does not meet with Centre standards then we will end our contract with you.

At all times Volunteers will be able to freely state their case and may be accompanied by an advocate.

If a Volunteer is dissatisfied with any aspect of their experience with the Centre they should:

1. Initially explain their dissatisfaction with the line manager or Volunteer Manager.
2. If this fails to resolve the issue then a meeting with the Centre Manager will be convened.
3. If this fails to resolve the issue then these aforementioned parties will meet formally with a nominated member of the Trustees.
4. If the issue remains unresolved then it will be deemed inappropriate for the Volunteer to continue in post and the Centre will terminate its arrangement with them.

This Volunteer policy is freely accessible to all. It will be reviewed every two years to adapt and improve it.

Signed by: _____ Date: _____
Andrew May, Chair of Trustees

Date for review: May 2021