

Kidsgrove Town Council

Volunteer Policy

Kidsgrove Town Council recognises the valuable contribution that volunteers make to Kidsgrove and its community. They can bring a richness of skills and experience and can often provide a vital bridge to the community. The Town Council recognises that a volunteer is someone who chooses to commit their time and energy are motivated because it is their choice to volunteer and give their time freely

Status of Volunteers

A volunteer is not an employee and will not have a contract of employment. The role will be discussed by a Town Council Officer with the volunteer and there will be an expectation that the volunteer will meet the roles requirements as well as the time commitment, frequency and availability required

Volunteers are encouraged to inform Kidsgrove Town Council as soon as possible if they are unavailable or wish to withdraw from their voluntary role

Principles

Kidsgrove Town Council:-

- Recognises that voluntary work brings benefits to volunteers themselves and others;
- Will ensure that volunteers are properly integrated into the organisational structure and that mechanisms are in place for them to contribute positively to the organisation
- Will not introduce volunteers to replace paid staff
- Expects that staff at all levels will work positively with volunteers and, where appropriate, will actively seek to involve them in their work where appropriate
- Recognises that volunteers require satisfying work and personal development and will seek to help volunteers meet these needs, as well as providing the training for them to do their work effectively
- Will endeavour to identify and cover the costs of involving volunteers
- Recognises that the management of volunteers requires designated responsibilities within specific posts
- Will endeavour to involve volunteers from a wide range of backgrounds and abilities and ensure our volunteering opportunities are as accessible as possible

Recruitment

We will endeavour to recruit volunteers through a range of methods including word of mouth, advertising, talking to other agencies and making contact with local volunteering organisations

We will also endeavour to help any volunteer overcome barriers that they may make it difficult for them to volunteer at Kidsgrove Town Council

The Kidsgrove Town Council Equal Opportunities Policy will be adhered to at all times in relation to the recruitment and support of volunteers

All volunteers will be asked to sign a Volunteer Agreement, which requires them to abide by the policies and procedures of Kidsgrove Town Council it sets out what the volunteers and what the project can expect from each other

DBS (Disclosure and Barring Service) checks and references may be required for some volunteer roles, especially where regular contact with children and vulnerable people is necessary. This requirement would be discussed with relevant volunteers. A volunteer will be informed if we intend to apply for DBS checks. DBS checks are not a reflection on the individual, but a legal requirement in certain circumstances

Health and Safety

Kidsgrove Town Council has responsibility for the health and safety of volunteers. Volunteers should at all times follow the Health and Safety policies and procedures. Volunteers have a duty to take care of themselves and others who might be affected by their actions. Volunteers should not act outside their authorised area of work. Volunteers should report all accidents to the appropriate person and should be recorded in the accident book

We will provide volunteers with appropriate guidance on any health and safety issues that arise

Safeguarding

Kidsgrove Town Council takes their role in the safeguarding of volunteers, staff and other members of the public seriously and as such have a Safeguarding Policy to be followed at all times

Insurance

Kidsgrove Town Council will ensure that volunteers are covered for insurance purposes in respect of personal injury. The Town Council will ensure that volunteers are provided with professional and public liability. The insurance will not cover unauthorised actions or actions outside the volunteering agreement

Induction and Training

All volunteers will receive an induction to familiarise them with the work of Kidsgrove Town Council in general and their own particular area of work. Training will be offered where it helps to fulfil the role

Support and Supervision

All volunteers will have a named person as their main contact at Kidsgrove Town Council. They will be given regular feedback and provided with an opportunity to discuss how things are going and air any problems

Networking meetings between volunteers will be developed to encourage peer support and share experiences

Expenses

Volunteers will be reimbursed for out of pocket expenses incurred on behalf of Kidsgrove Town Council as long as this has been approved in advance. Receipts will be required

Grievance

The relationship between Kidsgrove Town Council and its volunteers is entirely voluntary and it does not imply any contract. However, it is important that Kidsgrove Town Council is able to maintain its agreed standards of service to those who visit the premises and it is also important that volunteers should enjoy making their contribution to this service. If, in their role volunteering for us, a volunteer does not meet with our standards, their case will be dealt with in the same manner as a paid member of staff

If a volunteer has any concerns regarding our treatment of them and this has been fully discussed with their named contact, but they are still not satisfied, any complaint may be taken to the Town Clerk

Appendix 1

Volunteer Agreement

This volunteer agreement describes the arrangement between Kidsgrove Town Council and you. The Town Council wishes to assure you of our appreciation of you volunteering with us and will do the best we can to make your volunteer experience enjoyable and rewarding

Purpose of the Role:

Possible Tasks:

Part 1: The Organisation

What you can expect from Kidsgrove Town Council (KTC):

Induction and Training

Kidsgrove Town Council will provide you with:-

- An introduction to the project and your volunteering role within it
- Training related to your responsibilities as a volunteer. We hope that you will take advantage of this to improve and maintain your skills
- A named contact who will supervise your volunteering and with whom you can discuss your work
- Personal liability insurance to cover you while you are fulfilling authorised volunteer work
- Injury insurance for injuries incurred while you are fulfilling authorised volunteer work
- Reimbursement of any specific expenses incurred for Kidsgrove Town Council which has been previously approved, with receipts where possible

Supervision, Support and Flexibility

- To explain what will be required and to encourage and support you in your volunteer work
- To provide a named person who will meet with you regularly to discuss your volunteering role, your successes and problems you may have
- To help develop your volunteering role with us

Health and Safety

- To provide adequate training in support of our health and safety policy

Complaints or Issues

- To try to resolve fairly any problems, complaints and difficulties you may have while you volunteer with us. If you run into problems when performing your duties, you should discuss any complaint or problems with your volunteering coordinator in the first instance or the managing member of Kidsgrove Town Council staff if the issue is with your coordinator

Part 2

The Volunteer

What Kidsgrove Town Council expects from you:-

We will discuss with you the amount of time that you are willing to commit to volunteering, the frequency of your availability and how this will fit in with your needs. If, for any reason, you will not be attending a previously agreed volunteering session, Kidsgrove Town Council would be grateful if you could let other volunteers and the volunteer coordinator know via telephone or email so that a substitute can be found or different arrangements can be made. If Kidsgrove Town Council has no work for you, you will be informed as soon as possible

Kidsgrove Town Council expects you:-

- To perform your volunteering role to the best of your ability
- To follow the organisations policies and procedures and standards including Health and Safety and Equality and Diversity
- To maintain the confidential information of the organisation and of its users as appropriate. In the course of your volunteering you may come across confidential information which you must respect this confidentiality and not disclose this information except where required to do so by law
- To be aware of the importance of safeguarding policies and procedures and to always discuss any safeguarding concerns with your volunteer coordinator or a member of Kidsgrove Town Council staff
- To meet the time commitments and standards which have been mutually agreed with you and to give reasonable notice so other arrangements can be made when this is not possible

Ideas

You may have ideas for the better performance of your duties or of ways in which we can meet our objectives as an organisation. Please discuss these with your volunteer coordinator

Termination

Either you or the organisation can terminate this agreement with or without notice at any time

This agreement is binding in honour only. It is not intended by the parties to be a legally binding agreement nor is it intended to create an employment relationship between us now or at any time in the future. It may be cancelled at any time at the discretion of either party

Name	Position
Signed:	Date:
Volunteer	

Name	Position
Signed:	Date:
Kidsgrove Town Council	