

VOLUNTEERING POLICY 2018

Introduction

Constitution

“Cathays & Central Youth & Community Project (CCYCP) is constituted:

- To advance education and social welfare for recreation and leisure time occupation in partnership with the local authorities.
- To improve the lives of inhabitants predominantly of Cathays and Central Cardiff.
- To have an anti-poverty and inclusive ethos.

CCYCP will do this by:

- Managing its resources and space in order to provide a welcoming, sustainable and stimulating environment that enables community participation.
- Developing partnerships with other organisations to provide education, recreation and leisure opportunities for communities of place and interest.

As part of CCYCP the Youth Provision Aims:

To provide opportunities for personal growth and exploration, empowerment and social education in a safe environment. To enable young people to become confident, valued members of the community.

The CCYCP Youth Provision will do this by:

- Being led by young people.
- Enabling young people to have control over their environment, learning opportunities and decisions relating to their provision.
- Creating mutual trust and support across generations and abilities.

As part of CCYCP the Embassy Café Aims:

- To provide a meeting place for community engagement; supportive of those most in need.
- To be economically, environmentally, socially and ethically sustainable.

The Embassy Café will do this by: Involving volunteers (Including hard to place young people, long-term unemployed and socially isolated people), to enable their social, dietary and non-formal educational needs to be met.”

Declaration

CCYCP recognises that there are situations in which help from volunteers can make a significant and appropriate contribution to the work and service objectives of our organisation. This document defines the terms and sets out the principles, practices and procedures that will be followed in the appointment and management of volunteers.

Definition

Volunteers can be described as people who put their experience, knowledge and skills at the disposal of an organisation, free of charge, with the primary aim of helping the organisation to achieve its service objectives and/or with the aim of bringing benefit to the local community. Volunteers will be officially accepted and welcomed into the organisation.

(Volunteers are distinguished from students, other work placements and secondees, where the primary aim is usually for the student or secondee to obtain certain work experience or to carry out work or research in certain areas).

Principles

CCYCP in appointing volunteers will adhere to the following principles

- Volunteers will not be engaged in work that facilitates the loss of an existing employee's post, nor on any tasks or projects that (within the past two years) were done by paid employees whose posts have since become redundant.
- Volunteers will not be used to do the work of paid staff during an industrial dispute.

In return, volunteers shall agree to actively perform their duties to the best of their abilities and to remain loyal to the values, goals and procedures of CCYCP.

Process for Recruitment of Volunteers

CCYCP recruit volunteers by raising awareness in the local area and by specific call-outs when relevant. Volunteers are also encouraged as a progression for youth members.

CCYCP select volunteers using the following process:

- Prospective volunteers will be invited to a meeting with members of the organisation to discuss the role description, terms and conditions and specification of relevant experience etc prior to appointment of the volunteer.
- In order to facilitate a clear understanding on both sides, the following information about the opportunity will be given to prospective volunteers:
 - A role description, outlining the specific tasks, responsibilities and reporting procedure for the volunteer.
 - Terms and Conditions, including the duration, hours, expenses, insurance, training etc relating to the placement.
 - A specification outlining the relevant experience, skills, knowledge and abilities required to carry out the role effectively.
 - A copy of the CCYCP Equality Opportunities Policy.

The prospective volunteer will be asked to complete a CCYCP Volunteer Application Form that will enable the volunteer to:

- Provide contact details.
- Provide information about experience, skills, knowledge and interests.
- Introduce discussion about any difficulties/barriers they may perceive to their becoming volunteers with the organisation.

If the prospective volunteer is deemed to be unsuitable for the opportunity, they will be offered a 'debrief' when reasons for the decision will be explained to them.

(Prior to commencement of their placement at CCYCP successful volunteers may be asked to provide information to enable a Disclosure and Barring Service (DBS) check to be obtained.)

Prior to commencement of their placement at CCYCP successful volunteers shall be formally allocated to a named employee who will manage/supervise the volunteer. The manager's responsibilities will include ensuring that the volunteer receives the following:

- A planned induction to the organisation, including appropriate forms.
- Copies of all the organisation's policies that are relevant to the volunteering role.
- Regular support and supervision sessions.
- Positive feedback on their contribution.
- Adequate accommodation, equipment and services to enable them to perform their tasks effectively.
- Lines of communication – should operate in both directions both formally and informally. Volunteers should be consulted regarding decisions that would substantially affect the performance of their duties.

CCYCP expects volunteers to:

- Be clear about the number of hours per week they wish to work
- Arrange times of volunteering and arrive on time and be reliable and regular
- Inform relevant member of staff if going to be late or absent
- Attend supervision and training events when required
- Follow the procedures and policies of the organisation
- Treat staff members, other volunteers and service users with respect
- Help the organisation to work towards its aims and objectives
- Perform agreed duties
- Report any accidents to a member of staff
- Respect confidentiality
- Consult the appropriate person if in need of help or guidance

Equality of Opportunity

CCYCP recognises that the activity of volunteering can provide a volunteer with experiences and opportunities for self and career development. In accordance with CCYCP Equal Opportunities Policy volunteer placements will be open to individuals irrespective of race, gender, disability, sexuality, age or marital status.

Confidentiality

Volunteers should regard all information as confidential and it must not be passed on to a third party and must adhere to CCYCP confidentiality and data protection policy.

Volunteers should always use the business address to correspond with clients and must not give their personal details.

CCYCP will do their best to safeguard any information retained (application forms etc.)

Volunteers have the rights to access their own records. Organisations must on written request; supply a copy of any information kept about a person.

Insurance

Volunteers are only covered whilst they are engaged in activities on CCYCP behalf.

Termination

CCYCP represented by the Chair or appropriate Manager, can, where appropriate, terminate the placement of the volunteer by giving one week’s notice in writing. Should the volunteer wish to be debriefed on their termination they may request a meeting with the manager and/or Chair.

Resignation

Volunteers of CCYCP can, where appropriate, resign from their role as a volunteer by giving one week’s notice in writing.

Discipline and Grievance Procedure

Volunteers of CCYCP in case of any dispute will have access to the organisation’s Disciplinary Procedure, and will be subject to its procedures.

Equality and Diversity

We aim to be an organisation that values, recognises and responds to the diverse needs of members and those we serve. We adhere to the Equality Act 2010 and will not discriminate against any person or other organisation with particular reference to the protected characteristics.

Monitoring and Review

The Senior Management Team, with adequate consultation of the Board of Trustees, will regularly review the operation of this policy.

Approved by CCYCP Management Committee on (date)

Signed by Signature

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