

Cathays and Central Youth and Community Project (CCYCP)

Volunteer Policy

Purpose

This policy outlines the Community Centres commitments and responsibilities in response to its volunteers. It includes the process of taking on new volunteers, what we provide for them and what we expect in return.

This policy ensures that all volunteers are provided with equal opportunities. This policy is designed to encourage volunteers to help in their local community and to encourage them to build and develop skills, experience and relationships.

Legal Requirements

At present CCYCP has a legal duty to ensure the health and safety of volunteers at the organisation. We will take all reasonable steps to enable the volunteer to carry out their tasks in a safe and welcoming work environment.

CCYCP has a duty under the [Protection from Harassment Act 1997](#) which outlines that a 'course of conduct amounting to harassment of another' is a criminal offence. We commit to protecting volunteers whilst at the Centre and when representing the Centre at external events. If a volunteer has experienced harassment they should contact their line manager or their volunteer coordinator. Although volunteers are not included in the [Equalities Act 2010](#) CCYCP is committed to not discriminating under any of the protected characteristics: Age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, and ethnic or national origin), religion or belief, sex, sexual orientation. For more information Our Equality, Diversity and Inclusion Policy can be found. This means that volunteers will be welcomed to the centre and provided with duties and opportunities regardless of their Age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, and ethnic or national origin), religion or belief, sex, sexual orientation. We do reserve the right to assess a volunteer's capability in order to perform a role adequately before offering them a position.

We maintain our duty under the [Health and Safety At Work Act 1974](#) to protect volunteers from accidents, injury and emotionally harmful or threatening experiences. We also recognise our duty under the act to take reasonable steps to keep our volunteers safe from foreseeable harm. Volunteers data will be held in accordance with the [Data Protection Act 2018](#) and the CCYCP's GDPR policy which can be found [here](#):

Volunteers data will be held for 6 years under the act and will be destroyed in accordance with the act.

Safeguarding

CCYCP is committed to the effective safeguarding of all members, staff and volunteers.

Volunteers will be subject to the same principles set out in our Safeguarding Policy. You can find this [here](#).

We will complete our usual safeguarding procedures for any volunteers who we are concerned of being harmed or at risk of being harmed.

Volunteers who are performing public facing roles will also receive the relevant Safeguarding training. Volunteers will be subject to the same reporting procedures as employees if any professional concerns are raised about them.

Young Volunteers (under 16) or Adults at Risk

CCYCP is committed to providing opportunities for young people and this includes those wishing to volunteer with us.

Volunteers under 16 must have consent from a parent or guardian to volunteer and will be supervised by an adult member of staff at all times. Volunteers aged 16 or over who are deemed as possibly at risk will have a guardian or support services informed. These volunteers will be required to have a written agreement of the nature and times of their volunteering.

Code of Conduct

Volunteers are to be made aware that as representatives of the Centre they should act with respect to members of staff, the public and organisations. When volunteers act on behalf of the Centre they may be liable for any actions they take in the course of their services. All volunteers will be required to sign. You can read the code of conduct [here](#).

General Commitments

CCYCP is committed to managing its resources and space to provide a welcoming, sustainable and stimulating environment to enable productive and enjoyable volunteering.

We commit to developing partnerships with other organisations to provide other suitable volunteering opportunities. We may work with volunteers who we identify would benefit from working with partner organisations on site such as Aubergine Cafe and Riverside Sourdough. Whilst volunteering with them they will adhere to their policies and be their responsibility.

CCYCP commits to providing volunteer opportunities for people to help their personal growth and empowerment. We commit to enabling people to become confident, valued members of the community.

CCYCP is committed to ensuring that all volunteers have access to the support necessary to carry out their tasks. To do this we commit to providing a role and description outlining the specific tasks and responsibilities for the volunteer. These will be confirmed by the relevant project manager.

We further commit to ensuring volunteers have received the necessary checks, training and resources in order to carry out their role at the Community centre.

CCYCP commits to being clear in the volunteer induction about the duration, hours and training of the volunteering opportunity which will be subsequently confirmed by their project line manager.

Operation, Monitoring, Review, and Complaints

Operation

What Volunteers can expect from us

CCYCP will officially accept and welcome volunteers into the organisation. We will do this by inviting prospective volunteers to a meeting with a volunteer manager. Volunteers will be initially offered to join projects that we have identified as needing volunteers and associated with their interests and capability.

If suitable, they then will meet with the designated project line manager, volunteers will be given a role description, outlining the specific tasks, responsibilities and reporting procedure for a volunteer. The project manager will also discuss the duration of the volunteering, the number of weekly hours the volunteer will commit to and what training and resources are provided.

Following the initial meeting we will ensure that volunteers have received the necessary checks, training and resources necessary to carry out their role. This includes Disclosure and Barring Service (DBS) checks for those in relevant roles. What we provide to volunteers also includes:

- A planned induction to the organisation, including appropriate forms, site tour, safeguarding and H&S training
- Copies of all the organisation's policies that are relevant to the volunteering role.
- Volunteers will be given clear guidelines of their duties and role for each shift.
- Regular support and supervision sessions.
- Positive feedback on their contribution.
- Adequate equipment to enable them to perform their tasks safely and 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.

Volunteers are also covered under insurance whilst acting on CCYCP's behalf

What we expect from volunteers

When volunteers commit to the Centre, they are expected to:

- Be clear and agree with project line manager about the number of hours and timings they wish to commit to
- Arrive on time and be reliable
- Arrive with a professional attitude and appearance
- Inform the relevant member of staff preferably reasonably in advance, if going to be late or absent as soon as they can (as this can affect workflow)
- Agree to attend supervision and training events when required, within reasonable arrangements
- Agree to follow the procedures and policies of the organisation including Code of Conduct and Health and Safety
- Agree to be professional at all times and treat staff members, other volunteers and service users with respect and dignity
- Help the organisation to work towards its aims and objectives
- Perform agreed duties
- Report any accidents immediately to a line manager
- Respect confidentiality
- Report any safeguarding issues immediately to their project manager or/and safeguarding officer on duty
- Consult their project line manager if in need of help or guidance

Monitoring, Review, and Complaints

Volunteering will be reviewed by the Volunteer Manager under line management of both the HR Manager and Development Manager. Reports will be issued to the HR Committee and to the Development Committee every two months for the Trustees and Centre Manager to review.

Every two months volunteers will be prompted to complete an evaluation form and summaries reported to the Development Committee Report.

This policy will be reviewed by the Volunteer, HR and Centre Manager yearly with input from volunteers.

Complaints can be made to Project Line Managers, the Volunteer Manager, HR and Development Manager, The Centre Manager or the Chair of Trustees (whoever most appropriate but suggested in that order.)

End of role

Volunteers may step down from their role at any time by giving verbal or written notice preferably in good time before their next shift. Volunteers may request a reference from their project line manager or the volunteer manager.

Volunteers can have their placement terminated by CCYCP, by their project line manager, by giving verbal or written notice preferably in good time before their next shift.

Volunteers may request a debrief on termination which can be delivered by their project manager.

Helpful Resources:

NCVO Guidance on including volunteers:

<https://www.ncvo.org.uk/help-and-guidance/involving-volunteers/>

NSPCC Guidance on working with young volunteers:

<https://learning.nspcc.org.uk/safeguarding-child-protection/working-with-young-volunteers#skip-to-content>