



Volunteering Policy

This Policy sets out the principles for voluntary involvement in 'REAP' (Rural Education & Arts Project). This policy, along with other such documents, will be reviewed annually to ensure that it is both current with applicable legislation and appropriate to the needs of the organisation and its volunteers.

- **Introduction to REAP**

REAP was established in 1995 and is a rural community arts organisation, working in and with some of the most isolated and scattered rural communities across the Peak District and beyond. We manage projects addressing social, environmental, economic and educational issues through events and projects that celebrate and raise awareness of the unique character, issues and life in the region.

Working with multiple different sectors of the community; the elderly, young people, rurally isolated etc, our ethos is geared towards making opportunities accessible and in relation to need and demand. We strive to be inclusive and non-discriminatory in our work and welcome the opportunity to develop new initiatives with local people and organisations.

The fundamental structure of REAP has historically relied almost solely on volunteer input. Though the organisation has expanded and extended its project base, volunteers remain an integral part of REAP. We acknowledge that for our future success and continuity, we will continue to need, encourage and nurture the role of volunteers within the organisation, whatever the role is that they may undertake.

- **Recruitment**

We will use appropriate means to advertise for volunteers locally that take into account the principles of our Equal Opportunities and Diversity Policies. The applicant will have to complete a registration / application form, but help can be given with this if necessary. The applicant will be interviewed by the (*appropriate person*) and if this is successful the two references asked for will be taken up.

A criminal records check (to an 'enhanced' level) with the Criminal Records Bureau will be required (*if relevant*) for every volunteer.

- **Induction and Training**

There will be an induction prepared and delivered by the (*appropriate person*). This will include:

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- The role of the volunteer
- A list of all staff members and volunteers
- A list of Management Committee members
- Copies of all the relevant policies including this Volunteer policy and those on Health and Safety, Equal Opportunities and Diversity and Child Protection Policy (if applicable).
- Essential procedures i.e. timekeeping, rota etc.
- Induction training and details of ongoing training / role
- Information about the relevant Code of Practice
- Other information as appropriate.

There will be a trial period of 4 weeks to give the organisation and the volunteer 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 that there are no barriers to volunteer involvement. All out-of-pocket expenses, if required, will be reimbursed, including expenses for travel and meals. In order to claim expenses, an expenses form must be completed and given to *Lynda Conway* (Finance & Events Manager).

All claimable expenses should be submitted with relevant receipts / evidence of expenditure and mileage can be claimed back at a rate of 30p per mile. All expenses should be wholly for REAP's work and. They should also be authorised by REAP and be genuinely incurred (the money actually spent).

- **Support**

The (*appropriate person*) and other volunteers will offer support to the volunteers. There will be a briefing session at the beginning and a de-briefing at the end of each completed volunteering role, or when deemed appropriate (if a volunteering role is of a duration longer than 6 weeks).

The (*appropriate person*) will support all volunteers and will be available for meetings with the volunteers to discuss any problems or issues that may arise.

The (*appropriate person*) (whether paid or un-paid) will receive support and regular supervision sessions from the Chair of the Management Committee (or from another named committee member) .

- **Volunteer Professional / Skills Development**

We will strive to help and support the development of our volunteers. Wherever possible, the role allocated to each volunteer will be designed to provide experience in areas that will assist in their respective overall development.

- **Insurance**

We have a valid insurance policy which covers all work undertaken by our volunteers.

- **Confidentiality**

This organisation's process requires an explicit confidentiality policy, which all workers, which includes Management Committee, volunteers and staff, are obliged to observe.

- **Resolving Problems**

The relationship between the organisation and its volunteer workers is entirely voluntary and does not imply any contract. However, it is important that the organisation is able to maintain its agreed standards of service to the clients who use it, and it is also important that volunteers should enjoy making their contribution to this service.

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

1. Initially with a meeting with the (*appropriate person*) who will explain the concerns.
2. If this does not resolve the concern then a meeting with the chair of the Management Committee will be convened.
3. If your work still does not meet with our standards then we shall have to stop using your services.

At all times you will be able to freely state your case and can have a friend to accompany you.

If you are dissatisfied with any aspect of your work you should:

1. Initially explain your dissatisfaction with the (*appropriate person*)
2. If that does not resolve the concern then a meeting with the (*appropriate person*) should be convened
3. If that does not resolve the issue then a formal meeting with the Chair of the Management Committee should follow.
4. If after this, your dissatisfaction remains unresolved, and we are unable to resolve your grievance, then it would be inappropriate for you to continue to be a volunteer.

At all times you will be freely able to state your case and can have a friend to accompany you.

As noted at the beginning, this volunteer policy is freely accessible to all. It will be reviewed on a yearly basis to adapt or improve it.

For more information...

1. Useful contacts

Volunteer Bureaux or Council for Voluntary Services

These can be found in your local yellow pages or phone directories.

Volunteering England

Regent's Wharf

8 All Saints Street

London N1 9RL

Phone: 020 7520 8900

E-mail: Volunteering@volunteeringengland.org

Website: www.volunteering.org.uk

National Association of Councils for Voluntary Service

Phone: 0114 278 6636

Website: www.nacvs.org.uk

Volunteer Development Agency (Northern Ireland)

Phone: 028 9023 6100

Wales Council for Voluntary Action

Phone: 029 2043 1700

2. Publications

Essential Volunteer Management

By McCurley and Lynch. Available from the Directory of Social Change. Phone: 020 7209 55151

Just About Managing: Effective Management for Voluntary Organisations and Community Groups

By Sandy Adirondack. Published by the London Voluntary Service Council. ISBN 1 872582 80 X.

Voluntary But Not Amateur: A Guide to the Law for Voluntary Organisations and Community Groups.

By Jacki Reason, Ruth Hayes and Duncan Forbes

Published by London Voluntary Service Council. ISBN 1 872582 11 7.

The Volunteer Recruitment Book

By Susan Ellis. Available from the National Centre for Volunteering

Phone: 020 7520 8900. They also produce a range of other publications and free leaflets – ask for their publications brochure.