



VOLUNTEER POLICY

Volunteering is the commitment of time and energy for the benefit of society and the community: the environment of individuals outside one's immediate family. It is undertaken freely and by choice without concern for financial gain.

DISH believes in the value of voluntary activity as an important expression of citizenship and an essential component of a free and democratic society. DISH takes responsibility for ensuring that volunteers within its own organisation are appropriately involved, valued for their contribution and respected as colleagues.

1. Policy Aims

This policy aims to demonstrate DISH's commitment to our volunteers by setting out how volunteers should be treated, what they can expect from DISH and what we expect from them and lays down guidelines for the work of volunteers with DISH.

2. Policy Objectives

- To ensure all volunteers are treated on an equal and fair basis
- To ensure all volunteers are properly supported in a safe and inclusive way
- To ensure all volunteers contributions are recognised
- To provide volunteers with support to make sure they get the most out of their volunteering experience
- To ensure all volunteers fully understand why they are involved and what role they play in the organisation
- To collect monitoring information to ensure the objectives are being met

3. Implementation

3.1 Recruitment

DISH uses appropriate means to advertise for volunteers locally that take into account the principles of our Equal Opportunities Strategy.

- A DBS check will be made wherever it is relevant and in accordance with DISH policy.
- Food Safety & Hygiene will be required wherever it is relevant and in accordance with DISH policy.

3.2 Induction and training

All new volunteers will follow an induction process which is monitored through the Volunteer Induction checklist:

- To understand the work of DISH, your volunteering role and work programme and the induction and/or training you need to meet the responsibilities of this role.
- To provide full details of the organisation, copies of all policies including health and safety, equal opportunities, conflict resolution and grievance procedures.



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3.3 Supervision, support and flexibility

Supervision and support will be regularly offered to all volunteers to:

- explain the standards we expect for our services and to encourage and support you to achieve and maintain them
- offer peer support
- provide a named person who will meet with you regularly to discuss your volunteering and any successes and problems

3.4 Health and safety

- Volunteers will be provided adequate training and feedback in support of our health and safety policy, a copy of which is in the DISH file.

3.5 Insurance

- DISH provides adequate insurance cover for volunteers whilst undertaking voluntary work approved and authorised by us

3.6 Equal opportunities

- DISH will ensure that all volunteers are dealt with in accordance with our equal opportunities policy, a copy of which is set out in the DISH Handbook
- DISH will ensure all volunteers follow the guidelines laid down in our Equal Opportunities policy

3.7 Confidentiality

- DISH expects volunteers to follow the guidelines laid down in the DISH handbook to ensure the confidentiality of any information they are party to.
- Information may be received about a patron or the organisation itself that is confidential. This information may only be used for the purpose of which it was passed to you, and must not be given to any outside person or body without express permission of said patron or the organisation other than in an emergency

3.8 Problem solving

- DISH recognises that problems do arise, and we aim to identify and resolve these problems at the earliest stage. Volunteers who have a problem of any kind should discuss it in the first instance with their named contact person.

4. Induction and Training

- DISH will ensure that there is adequate and appropriate induction and ongoing training and information to all volunteers concerning the volunteering policy.
- All volunteers shall have this policy drawn to their attention on joining DISH
- All volunteers shall be made fully aware of how and where to access the full policy statement.

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6. Monitoring and review

DISH will systematically monitor and evaluate its involvement of volunteers with reference to this volunteer policy

Guidelines for Involving Volunteers

These guidelines are intended for use along with the policy statement. They give further detail on recommended good practice in the involvement of volunteers within DISH.

Recruitment

- DISH has an Equal Opportunities Policy and will prevent discrimination particularly on the grounds of sex, marital status, disability, race, colour, religious belief, political belief, sexuality, nationality, ethnic origin, age, or employment status. (See statement and policy for details)

Initial Contact

- People interested in becoming volunteers with DISH should be invited for an informal talk with the appropriate contact person. They should:
 - Be given written information to take away
 - Have their role explained and how it fits in with DISH's overall aims and ethos
 - Have the next stages of becoming a volunteer with DISH outlined
- If the volunteer wishes to proceed, the contact person should arrange a date and time for the volunteer to take part in a DISH session.

Records

- Minimum details should be kept on volunteers. This will include name and contact details and any other relevant information such as emergency contact details and any health concerns.
- The Data Protection Act enables people to access information held about them.

Induction

- Induction sessions should be provided for all new volunteers and should cover:
 - Role of volunteers
 - Responsibilities of volunteers
 - Arrangements for training and support
 - Contact person
 - Need for confidentiality
 - Ethos/values, etc
 - Problem-solving procedures
 - Background to DISH
 - Building orientation
 - Health and Safety
 - Meeting volunteers and organisers

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Expectations of Volunteers

DISH should expect volunteers to:

- Participate in induction sessions
- Comply with existing policies and procedures
- Undertake voluntary work at agreed times
- Inform organisers if unable to attend
- Give some notice if unable to continue volunteering
- Raise any issues of concern relating to their voluntary work with the contact person
- Agree with the aims and ethos of the organisation

Support, Supervision and Problem-Solving

- Support should be available to each volunteer. The type and level of support will depend on the needs of the volunteer and the nature of their role.
- Each volunteer should have a clearly identified supervisor who is responsible for the day-to-day management and guidance of the volunteer and who will be able to offer advice, support and feedback on a regular basis.
- If a complaint is received about a volunteer discussion will be held with the volunteer and the named contact person