

# PEEC FAMILY CENTRE LTD

## VOLUNTEERS POLICY

QMS 361

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### **1. Statement of principle**

Polish and Eastern European Christian Family Centre Ltd aims to include volunteers in all areas of their work building on volunteer's skills, their talents, knowledge and experience, that are relevant and beneficial to the needs and aims of the organisation. Inclusion of volunteers within PEEC Family Centre aims to build and value each volunteer involved by providing the opportunities to bring their time and creativity to the service of the organisation, as well as to enrich their own personalities, potential, and confidence within the work environment. PEEC Family Centre provides an atmosphere for each volunteer to flourish, to build their inner strength and to further develop their skills so that they can grow as individuals building those around them and to build the whole service provided by PEEC Family Centre. PEEC Family Centre's aim is to build each volunteer in love and respect, so that they can release their gifts to others in love and respect to all service users and the team involved.

### **2. Recruitment / Involving Volunteers/ Marketing**

#### **Definition of involving volunteers when, who, what**

A volunteer should never be expected to undertake the job of a paid worker. They may work alongside paid staff, but the roles are quite distinct. Before involving volunteers, the Project Co-ordinator will consider existing service and the volunteer along the mentioned points:

- a. Is it appropriate to involve volunteers in service provision or administration at this time?
- b. Is the voluntary work suitable to be undertaken by a volunteer?
- c. Are time and resources available to support and train volunteers?
- d. Will the voluntary work undertaken be a positive and valuable

experience for the volunteer? Is it rewarding, challenging but not too demanding? Recognising volunteers can be vulnerable people as well as clients.

To involve a volunteer may not be appropriate when:

- a. the wages or employment conditions of paid staff would be jeopardised
- b. there is disagreement within the agency about the nature and purpose of volunteer involvement which cannot be resolved by the Trustees
- c. the volunteer is expected to make an unrealistic commitment in terms of time or level of responsibility
- d. the work is intended to make a profit, with the exception of fundraising activities
- e. unacceptable risks are involved, i.e. physical danger or violence.

### **Volunteering job description/ Advertising**

PEEC Family Centre Management Board take responsibility to create the volunteering role and the job description for each volunteer, outlining duties and responsibilities, hours of work, length of commitment if applicable as well as entitlements of volunteers to expenses, support and training. They must be written down for a specified post.

Management Board take responsibility for having this done, but can delegate the work to Project Co-ordinator.

### **The Purpose of Job Description**

A clear, written job description should be provided, discussed and agreed with each volunteer. The purpose of the job description is to:

- a. Clarify the duties and responsibilities of the volunteer.
- b. Give the volunteer status and a reference point for personal growth and development within his/her voluntary work.
- c. Ensure that the volunteer knows to whom he/she is responsible and able to take part in regular supervision and support.
- d. Clarify practical details such as insurance, expenses, hours of work, length of commitment, probationary period, holiday entitlement.
- e. Explain opportunities for training, support and supervision.
- f. Define grievance and disciplinary procedures, where applicable.
- g. Include a statement of your organisation's Equal Opportunities Policy.

The advert itself will cover:

- the type of person that may volunteer, and why they might volunteer,
- statement of need why is the role needed?
- what is on offer, e.g. training provided, equal opportunities, support and supervision, work experience
- benefits- for the PEEC Family Centre

Every volunteer will receive their volunteering job description, person specification, what can be offered them and what benefits they will offer to the PEEC Family Centre Ltd.

### **Promotion and marketing**

Those volunteering position will be advertised by the word of mouth, our monthly Newsletter Nowinki, possibly local churches, as well as Polish Saturday schools, or volunteer centres (HAVCO, CARIS), local shops etc.

## **3. Induction \Training & Monthly Trail Period**

New volunteers are introduced to PEEC Family Centre, given information on its aims and purpose and the roles of service provided as well as on staff role with whom new volunteers will be working. They will be given information on their areas of responsibility and to whom they should report.

### **Induction meeting**

New volunteers will be invited to attend an induction meeting. Before the induction meeting, it is requested that the volunteer will produce the CV and one written reference. The reference does not have to be from an employer, it can be from the person that knows a volunteer well.

The induction meeting will be supervised by the Supervisor. During this meeting the volunteer will receive:

- Information about what volunteering is and what is not
- Explanation regarding their expense
- Brief on health and safety, child protection, equal opportunities at work,
- Brief information about confidentiality at work
- Brief on their roles and responsibilities
- Explanation of grievance and disciplinary procedures
- Brief on trainings and benefits for volunteers
- The Copy of Volunteering Policy either in English or in Polish

During the induction meeting it will be expected from volunteers to:

- Provide CV, or help to produce one in Polish, Russian or English
- Provide written reference from the person who knows the volunteer for some time and who can write about the volunteer's character, integrity, punctuality of the volunteer, etc and what relation they are to a volunteer. It can be done in Polish, Russian or English.
- To cooperate in the process of getting CRB Police check that PEEC Family Centre will be requesting.
- To agree to work within expected framework of conduct and behaviour

### **Training**

Training may be given, 'on the job' while working alongside existing volunteers or paid staff or it may take the form of a training course or regular training days, as well as monthly volunteer's meetings.

### **Monthly volunteering trial period**

Every volunteer will be given a monthly trial period and during that period the volunteer will be undertaking certain given tasks. The trial period is given in order so that the volunteer may find out if the tasks given are manageable and if the skills/ abilities that she/he possesses are suitable for the given environment and whether they find volunteering work beneficial for themselves as well as PEEC finds that they are beneficial to the organisation purpose. This time will allow the person to see if the volunteering is what they really would like to do and whether they are matching with the aims and objectives of PEEC Family Centre.

If after induction meeting or after monthly trial period, it is thought that the skills and abilities of the volunteer are not appropriate to aims of PEEC Family Centre, then the volunteer may be asked to leave. Preferably PEEC Family Centre will try to find other suitable volunteering opportunities for that person in other more suitable field, with linking with other existing volunteering organisation in the borough.

Otherwise if person find to be suitable for the PEEC Family Centre to undertake certain task involvement and if that volunteer will find the work satisfactory then the person becomes the volunteer of PEEC Family Centre.

## **4. Supervision & Support**

Supervision and support is offered to every volunteer with opportunities to discuss any difficulties and to review the work being undertaken. Most of the supervision and support will be offered as monthly group supervision with the involvement of the PEEC Family Centre Management board members. All supervision and support is done in the atmosphere of love and respect to every individual, valuing and appreciating their time, skills, talents and offering adequate and relevant and to the point support. Those meetings are for supervision and support of paid workers and volunteers and are run on monthly basis. Urgent support of the volunteers will be done by the Project Coordinators, as "one to one" support, could be also "on the job". Supervision and support will enable the volunteer to resolve any problems as they arise and develop a volunteer's skills, as well as to grow personally through the voluntary work. It may be that a member of the group or organisation will have to be relieved of other tasks in order to offer the time necessary to give this support.

During group monthly supervision and support the volunteer's work will be reviewed and changes made if necessary. Any changes should involve the volunteer together with paid staff and Management, if applicable.

Voluntary work should develop in conjunction with the volunteer's skills and experience as far as possible within the limits and values of PEEC Family Centre.

## **5. Expenses**

## **6. Health and Safety**

PEEC Family Centre Health and & Safety Policy applies to all volunteers, including:

- Policy (QMS106) and
- Guidelines for Staff and Volunteers (QMS 107).

## **7. Equal Opportunities & Diversity**

PEEC Family Centre Equal Opportunities Policy (QMS 113) applies to all staff including all volunteers.

The right to volunteer should be open to everyone, irrespective of race, beliefs, gender, marital status, disability, sexual preference, age or unrelated criminal record.

It is equally important to ensure that volunteers themselves have a clear understanding of the meaning of equal opportunities in regard to clients, fellow volunteers and other members of the organisation for which they are working. A full copy of the policy must be issued to each volunteer, and a discussion to take place during induction.

## **8. Insurance**

Volunteers will be given adequate insurance protection in their work to be covered for any accidental damage. PEEC Family Centre Ltd protect its own interests by ensuring it can meet any claim made against it. Insurance covers paid and voluntary staff for Public Liability and Employers Liability as well as Professional Indemnity Insurance. (see office Files for reference).

## **9. Confidentiality**

## **10. Good practice in the use of volunteers**

The following guidelines will assist the service to get the best from any volunteers:

1. Management board and volunteers must have a clear understanding of what is expected from each party. I.e. what the volunteer is to contribute to PEEC Family Centre and what is provided in return e.g.- expenses, support, training, work experience etc.

2. A clear job description, outlining duties and responsibilities, hours of work, length of commitment if applicable, and entitlements to expenses, support and training must be written for an identified post.
3. Interview carefully, making sure the volunteer has a clear understanding of the work involved and that you have a good idea of the volunteer's own suitability for the task.
4. Regular monthly supervision must be available to all volunteers, and stationary and appropriate material must be provided too when necessary.

## **11. Grievance and disciplinary procedures**

## **12. Volunteers' agreement**

Every volunteer will receive the volunteer's agreement form either in Polish (QMS 360) or English (QMS 359) stating the condition of the agreement