



VOLUNTEER POLICY

INTRODUCTION

This policy has been prepared for the benefit of members of the public who may volunteer their time for Credition Town Council (CTC). This policy does not apply to the CTC's relationship with voluntary organisations where other arrangements could apply.

CTC appreciates that volunteers contribute valuable assistance and experience that would otherwise not be available and in turn can themselves gain valuable working experience that can enhance their skills and enable self-fulfilment. It is therefore important that CTC encourages the participation of volunteers under supervision, whilst ensuring the safety and security of all parties.

The Town Clerk is responsible for the implementation of this policy. The Town Clerk is responsible for ensuring this policy is up to date and updated guidance from the Health and Safety Executive when managing volunteers.

DEFINITION OF VOLUNTEER

A volunteer is a person who freely undertakes to perform a service task or function that is not normally or traditionally performed as a full job and who does so without financial reward.

A clear distinction exists between volunteers and those who are given a financial reward, e.g. wage or allowances at special rates in return for casual services.

RECRUITMENT AND SELECTION

Whatever tasks are identified for voluntary work, it is important to match the volunteer to the work. In order to achieve this, prospective volunteers should be subject to references and an interview in all cases appropriate recruitment measures, including references and/or interviews, will be undertaken where proportionate to the nature of the role and associated risks.

Where the volunteer is going to be in contact with vulnerable groups or individuals, it will be necessary to obtain a criminal record disclosure check with the Disclosure and Barring Service. Where a volunteer role is eligible under current legislation, CTC will obtain the appropriate Disclosure and Barring Service (DBS) check before the volunteer commences their duties.

Volunteers undertaking activities involving children, young people or vulnerable adults must comply with CTC's safeguarding policies and procedures at all times.

AGREEMENT

All volunteers should be issued with a role description and a written agreement (see appendix 1), which clarifies the intentions and expectations of both parties in order to avoid subsequent disputes and which uses terminology like "hopes and expectations" instead of "requirements". Without a clear understanding of what is expected of the volunteer confusion and misunderstanding is likely to arise.

Nothing in this policy, role description or volunteer agreement is intended to create a contract of employment, worker status or any legally binding relationship between CTC and the volunteer. Either the Council or the volunteer may end the volunteering arrangement at any time.

TRAINING

Volunteers should receive training directly related to the tasks they undertake.

An induction process, including health and safety information, risk awareness and relevant CTC policies, should be followed in every case to ensure volunteers understand the environment in which they will be working.

CTC will provide volunteers with relevant health and safety information, instruction and training appropriate to their role. Volunteers are expected to take reasonable care for their own health and safety and that of others who may be affected by their actions and to comply with CTC's health and safety procedures.

Accidents, incidents, hazards and near misses must be reported as soon as reasonably practicable to the volunteer's supervisor or the Town Clerk.

EXPENSES

Although CTC does not presently operate an expenses system for volunteers, this does not exclude occasions when it feels it necessary to re-imburse out of pocket expenses.

LIABILITY

For any council-led activity undertaken by a volunteer, CTC's public liability insurance will apply. Volunteers should be aware that this insurance does not cover them for loss of earnings should they sustain an injury. Volunteers will be covered by the CTC's insurance arrangements where provided for under the terms and conditions of the relevant insurance policies.

CTC will periodically review its insurance arrangements to ensure that volunteer activities are appropriately covered.

EQUALITY

CTC's commitment to diversity and equality applies equally to volunteers. CTC values the contribution made by everyone, and especially that made by unpaid volunteers. CTC is committed to promoting equality, diversity and inclusion and will recruit, support and manage volunteers in accordance with the Equality Act 2010 and CTC's Equality and Diversity Policy.

CONFIDENTIALITY AND DATA PROTECTION

Volunteers may, in the course of their duties, have access to confidential or personal information.

Volunteers must comply with CTC's policies relating to confidentiality, information security, data protection and records management.

Personal information obtained during volunteering activities must not be disclosed to any unauthorised person and must only be used for authorised Council purposes.

Any actual or suspected data breach must be reported immediately to the Town Clerk.

SUPERVISION

Every volunteer should have a supervisor who they can go to with queries or problems. This is also important for feedback, so volunteers know how they are performing. Should volunteers' performance fall below the required level steps should be taken to remedy this. Standards need to be established and maintained regardless of the status of the individual.

Situations of misconduct need to be similarly managed. Being a volunteer does not excuse poor behaviour.

However, it must be remembered that volunteers are not bound by contractual obligations.

Where concerns arise regarding conduct, performance, attendance or suitability, the Council will seek to resolve the matter informally wherever possible. Where this is unsuccessful, the Council may suspend or end the volunteering arrangement.

COMPLAINTS AND CONCERNS

Volunteers who have concerns, complaints or grievances relating to their volunteering activities should raise these initially with their designated supervisor or the Town Clerk.

CTC will endeavour to deal with concerns promptly, fairly and informally wherever possible.

CONTACT DETAILS

Name:.....

Address:.....

Telephone Number: E-mail Address:.....

VOLUNTEER AGREEMENT

Thank you for volunteering with CTC. For your information and safety we ask you to read and sign this agreement before commencing duties.

Volunteering is undertaken freely and not in return for wages. We hope that your voluntary work will give you a sense of achievement, work experience, a chance to build on your skills and learn new ones as well as a chance to strengthen your confidence.

As a volunteer you will not do the work of paid Officer, but complement the services offered by CTC.

You will be supervised by the Town Clerk who will issue you with a role description which specifies what your contribution is expected to be, place of work, hours volunteered etc. You will be expected to fulfil your agreed commitment and should inform the Town Clerk as soon as possible should you not be able to do so.

You will be expected to follow the policies and procedures referred to in your induction programme including health and safety and diversity and equal opportunities.

CTC reserves the right to ask a volunteer to withdraw their services. Any disciplinary or grievance situation will be dealt with in accordance with the Town Councils policies.

I agree to abide with this agreement.

Signed **Date**

Signed **Date**

On behalf of CTC

Rachel Avery, Town Clerk & Responsible Finance Officer

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Please tick this box if you are happy to be contacted regarding future volunteering opportunities with the Town Council.