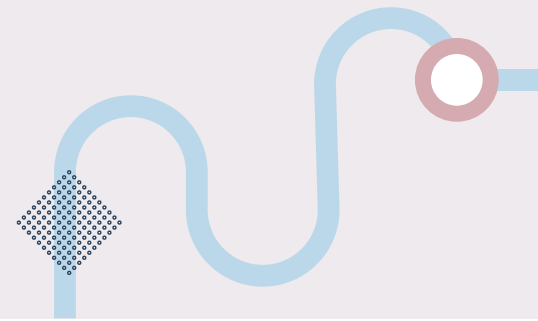


# Volunteer Policy



Centre Name	
Centre Address	

Policy Name	Volunteer Policy
Policy Number	
Date Created	
Effective Date Adopted by the Board	
Version Number	
Date of Last Version	
Administrator Responsible	
Administrator Contact Information	

## POLICY HISTORY

Version Number	Approved by	Revision Date	Author

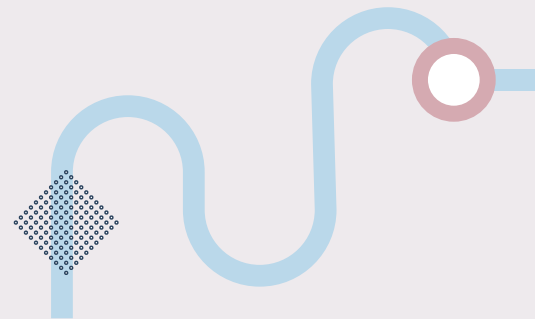
## DOCUMENT CONTROL

Document Ref		Title	Volunteer Policy
Version & Date		Author	
Directorate:		Approved by Management	
Reviewed		Change History	

You can fill this out on a screen using Adobe Reader [Download Here](#) or by printing.



# Volunteer Policy



Enter Centre Name Here

## POLICY STATEMENT

\_\_\_\_\_ is committed to providing a professional and efficient service in supporting volunteerism in [area here].

We recognise that in order to achieve our goals we need to involve volunteers in our own work too. It is also essential that we present a model of good practice in volunteer management.

We regard volunteers as a valuable resource and encourage them to get involved at all levels of the organisation and within all appropriate activities.

We aim to train, support and supervise our volunteers to the best of our ability, and to act quickly and fairly if difficulties arise.

## PROCEDURAL GUIDELINES

### 1. GENERAL PRINCIPLES

#### 1.1 Purpose of Document

The purpose of this internal document is to provide guidance on all aspects of volunteering at \_\_\_\_\_. It does not constitute a binding contract. It supplements other \_\_\_\_\_ Policies and Procedures, as well as our definition of volunteering, our Mission Statement and our value base.

These Procedures apply to all volunteers who undertake tasks on behalf and at the direction of \_\_\_\_\_.

#### 1.2 Responsibility

\_\_\_\_\_ Manager is responsible for ensuring that the Policy and Procedures in this document are implemented efficiently and effectively. All other staff and volunteers (including Voluntary Management Committee Members) are expected to facilitate this process.

#### 1.3 Eligibility

\_\_\_\_\_ will consider involving anyone as a volunteer. However, individuals must be able to demonstrate a commitment to the aims of the organisation and may only be placed if their needs as volunteers match the needs of the organisation. No person who has a conflict of interest with any aspect of the organisation will be accepted as a volunteer. Voluntary Management Committee members may not undertake other voluntary work within \_\_\_\_\_ itself but will be encouraged and supported by \_\_\_\_\_ if they wish to volunteer elsewhere.

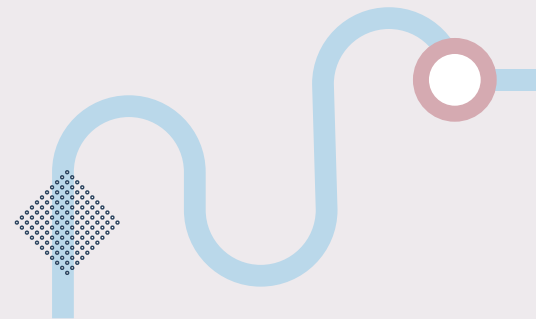
#### 1.4 Relationship with Paid Staff (Where applicable)

Volunteers are appointed to enhance the capacity of paid staff (including Community Employment (CE) workers), not as a substitute for them.

Conversely, \_\_\_\_\_ does not accept the services of its paid staff as volunteers. Clear roles are established to differentiate between paid staff and volunteers, to foster mutually beneficial and complementary relationships.



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## **1.5 Working Conditions**

Volunteers are treated as full members of \_\_\_\_\_ Team. They are treated as equally and fairly as paid staff and are included in the organisations, functions and decision-making processes, wherever practical. Volunteers are provided with appropriate work sites and have access to the space, equipment and facilities necessary to volunteer effectively and comfortably.

## **1.6 Working Times**

Working times are negotiated between \_\_\_\_\_ Manager and the volunteer and are as flexible as the tasks allow. Voluntary time commitment is never expected to match that of full-time paid staff, but unscheduled absences can create organisational problems. When expecting to be absent, volunteers should inform their supervisor as soon as possible, so that alternative arrangements can be made.

## **1.7 Appropriate Behaviour**

Volunteers are expected to work within the Policies and Procedures of \_\_\_\_\_ and adhere to its ethos. As representatives of the organisation, they are responsible for presenting a positive image of \_\_\_\_\_ to the outside world.

## **1.8 Representation of \_\_\_\_\_**

Volunteers must seek prior approval from \_\_\_\_\_ Manager before undertaking anything that might affect the organisation. This includes, but is not limited to, statements to the press, joint initiatives with other bodies, and agreements involving contractual or financial obligations.

## **1.9 Confidentiality**

\_\_\_\_\_ respects the volunteers' right to privacy and confidentiality. In turn, volunteers are responsible for maintaining the confidentiality of all privileged information to which they are exposed while volunteering with \_\_\_\_\_.

## **1.10 Records**

A system of records is maintained for all volunteers, including dates and times of service, duties performed, and evaluation of work. Volunteer records are accorded the same confidentiality as staff records.

## **1.11 Service at the Discretion of \_\_\_\_\_**

Any voluntary service is at the discretion of \_\_\_\_\_, which may, at any time and for whatever reason, decide to terminate volunteers' relationships with the organisation. Similarly, volunteers may at any time, and for whatever reason, decide to terminate their relationships with \_\_\_\_\_. Notice of such decisions should be communicated at the earliest opportunity, preferably in writing.

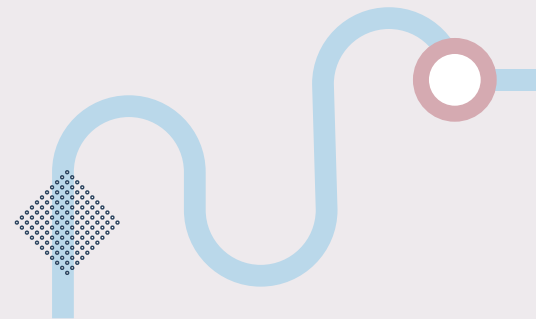
## **2. RECRUITMENT**

### **2.1 Role Descriptions and Person Specifications**

As with paid staff, volunteers require a clear and accurate description of the tasks and responsibilities they are expected to undertake. Prior to any volunteer assignment or recruitment effort, a role description must be developed for each voluntary opportunity. This must include a title of the volunteering role, starting and finishing dates, hours and place of work, name of supervisor, and tasks to be undertaken. If appropriate, a



# Volunteer Policy



brief person specification may also be drawn up. The role description may be amended in joint agreement with the volunteer and \_\_\_\_\_ Manager. A copy of the final version must be given to the volunteer before they commence their voluntary work, as it will be used in supervision and evaluation sessions. Role descriptions must define a time limit (no longer than one year) for voluntary involvement, after which time they are reviewed, and updated if appropriate.

## **2.2 Applications**

Volunteers are recruited on a proactive basis by the organisation, using publicity avenues that are suitable for the roles that need to be filled. Potential volunteers may also apply speculatively or come via the volunteer placement service provided by \_\_\_\_\_. Volunteers are recruited in accordance with \_\_\_\_\_'s Equal Opportunities Policy. All volunteers are required to complete an Application Form (Appendix 1).

## **2.3 Interviews**

If necessary, applications are shortlisted and suitable candidates are invited to have an informal chat with \_\_\_\_\_ Manager, to ascertain their interest in and suitability for the role. Written records of all interviews are kept. All unsuccessful candidates are thanked for applying and encouraged to reapply for other volunteering opportunities, either current or future.

## **2.4 Checks for Suitability**

References are always taken up. If the role requires it, a health check (mental and physical) is also undertaken. Other checks may also be completed (e.g. for ascertaining professional qualifications). Volunteers are always warned in advance of the intention to make these checks. If they refuse permission and cannot provide an acceptable reason, they will not be placed.

## **2.5 Appointment**

Formal appointments are made only after the role description has been agreed and all necessary checks have proved acceptable. No placements are made unless the requirements of the volunteer and the volunteer's supervisor can be met.

## **2.6 Probation**

All placements are subject to an initial trial period of one month. At the end of this period, \_\_\_\_\_ Manager meets with the volunteer to discuss their suitability for the role. At this point, volunteers may continue in their current role, be reassigned to a more suitable role, or be asked to leave.

## **3. TRAINING**

### **3.1 Induction**

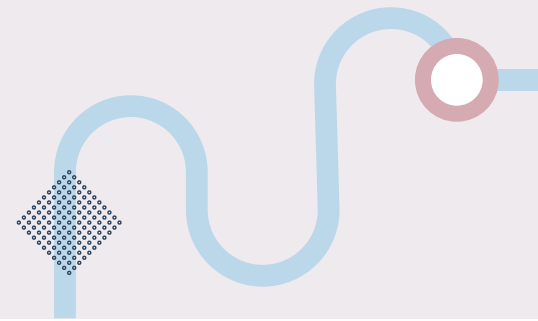
All volunteers receive induction when they begin voluntary work with \_\_\_\_\_. This consists of a general introduction to the organisation, as well as a specific orientation on the purposes and requirements of their volunteering role.

### **3.2 On-the-Job Training**

Volunteers receive initial and ongoing on-the-job training to provide them with the information and skills necessary to perform their tasks well. The training must be appropriate for the demands of the position and



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the capabilities of the volunteer.

## **3.3 Additional Training**

Volunteers are actively encouraged to identify training courses, seminars, conferences, etc., that will help them to perform their roles better and which will aid their personal development. Approval to undertake such training free of charge must be given by \_\_\_\_\_ Manager and this will only be done if sufficient funds are available. Priority is given to longstanding volunteers and those who have received little or no training in the past.

## **3.4 Training information**

If additional training is funded by \_\_\_\_\_, any course or other materials belong to the organisation and must be filed in \_\_\_\_\_ office. All volunteers are required to submit a short report outlining the content and usefulness of the course or meeting attended. Training information must be disseminated to relevant people within the organisation.

## **4. SUPERVISION**

### **4.1 Lines of Communication**

Lines of communication should operate in both directions and should exist formally and informally. Volunteers must have access to all appropriate information, memos, materials and meetings relevant to their assignments. Volunteers must be consulted on all decisions that would substantially affect their volunteering conditions.

### **4.2 Supervisors**

Each volunteer must have a clearly identified supervisor who is responsible for the day-to-day management of that volunteer. \_\_\_\_\_ Manager normally takes on the supervisor's role, but all employees receive training and guidance on how to involve volunteers effectively in the work of the organisation.

### **4.3 Supervision Sessions**

Volunteers receive regular appraisals of their work, based on their Role Descriptions. Evaluation sessions take place at least once a month between the volunteer and his or her supervisor. These review the performance of the volunteer, suggest any changes in work style, seek suggestions from the volunteer on means of enhancing the volunteer's relationship with \_\_\_\_\_, convey appreciation to the volunteer, and ascertain the continued interest of the volunteer in serving in their role. The sessions also serve as an opportunity to plan future tasks.

### **4.4 Corrective Action**

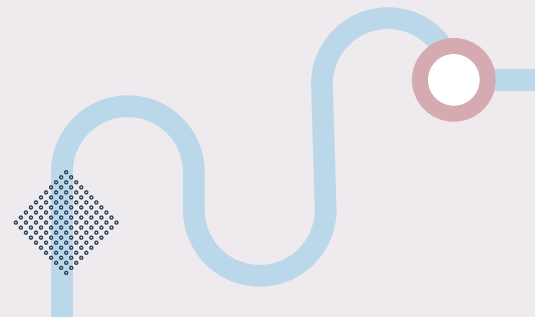
If appropriate, corrective action may be taken following evaluation sessions. Examples include the organisation of training for an identified training need, the reassignment of a volunteer, or the dismissal of a volunteer.

### **4.5 Dismissal**

Volunteers who do not adhere to the organisation's rules or who fail to perform their volunteer assignments satisfactorily may be subject to dismissal. No volunteer's involvement will be terminated in writing until the volunteer has had an opportunity to discuss the reasons for the possible dismissal with their supervisor.



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Grounds for dismissal include, but are not limited to, the following: gross misconduct, being under the influence of drugs (including alcohol), theft, misuse of equipment and materials, abuse of clients and co-workers, breaches of confidentiality, failure to abide by \_\_\_\_\_ Policies and procedures, and failure to complete their duties to a satisfactory standard.

## **4.6 Concerns and Grievances**

If volunteers are not satisfied that issues relating to their volunteering are being handled appropriately, they are entitled to have their concerns reviewed by the Management Committee. The Management Committee will discuss the issue as soon as practical after receiving a written complaint and take appropriate action. The Chairperson of the Management Committee makes the ultimate decision.

## **4.7 Exit Interviews**

Where possible, informal exit interviews are held with any volunteers who are leaving the organisation, either because they have reached the end of their project or for some other reason. Interviews are usually conducted with the volunteer's ex-supervisor and written records are kept. The session should ascertain why the volunteer is leaving, how they found the volunteering experience, and what suggestions they offer to improve the way the organisation operates. The offer of a personal reference for future employment, etc., is made to each volunteer.

## **5. SUPPORT AND RECOGNITION**

### **5.1 Support**

\_\_\_\_\_ endeavours to provide the support necessary to encourage and empower volunteers to make a meaningful contribution and gain significant benefits from their voluntary work. Support forms part of the regular supervision sessions and gives volunteers a safe setting in which to express themselves, let off steam, and discuss how they feel about volunteering.

\_\_\_\_\_ Manager will always try to be available to volunteers who require support in other areas that are affecting their performance.

### **5.2 Recognition**

Volunteers provide a unique service to \_\_\_\_\_, the benefits of which are difficult to quantify. It is essential that their efforts are recognised and rewarded. \_\_\_\_\_ staff are responsible for thanking all volunteers informally on a regular basis for the valuable contribution that they make to the organisation. \_\_\_\_\_ Manager is responsible for ensuring that more formalised recognition takes place at key times.

### **5.3 Expenses**

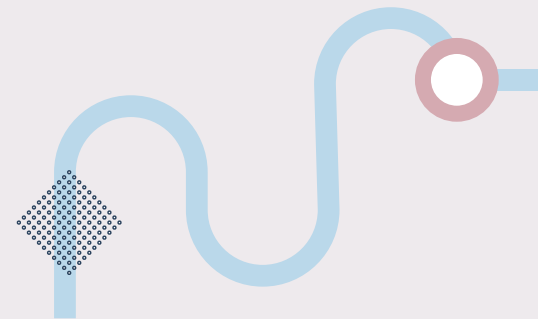
Volunteers give their time and skills free of charge, so it is essential that \_\_\_\_\_ offers to reimburse any out-of-pocket expenses that they might incur while undertaking voluntary work for the organisation. The costs of volunteering should never be allowed to discourage those on low incomes. Current rates and procedures for claiming expenses are agreed by the Management Committee and publicised to all volunteers.

### **5.4 Insurance**

Insurance is provided by \_\_\_\_\_ to cover all volunteers working on behalf and at the direction of the organisation.



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## **5.5 Personal and vocational development**

Volunteers are encouraged to develop their skills while involved with the organisation and are assisted in assuming additional and greater responsibilities over time, if they wish to do so.

## **6. MONITORING AND EVALUATION**

### **6.1 \_\_\_\_\_ Volunteer Involvement.**

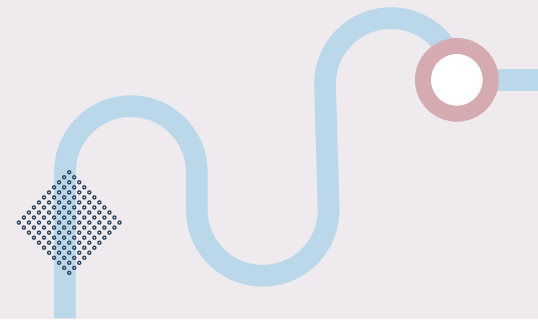
\_\_\_\_\_ monitors and evaluates volunteer involvement in the organisation on a regular basis and seeks to make ongoing improvements.

### **6.2 Feedback**

Constructive feedback on this document is always welcome. It must be given to \_\_\_\_\_ Manager, who will ensure that it is considered fully.



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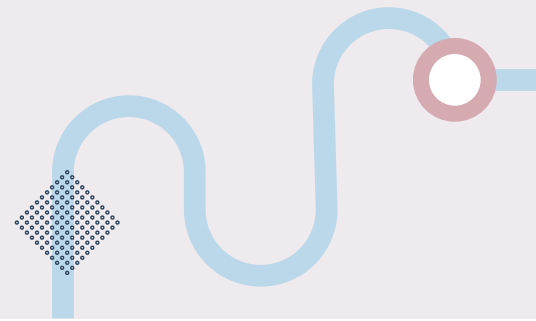
## VOLUNTEER APPLICATION FORM

Volunteer Application Form					
Surname:			First Name:		
Address:					
Telephone:			Today's Date:		
Email:					
Age Group	Under 18	18-25	26-40	41-55	Over 55
Please select the area you wish to volunteer:					
Please tell us why you want to volunteer with our organisation?					
Please tell us what you hope to gain from your experience with us?					
Please tell us about any educational background, work or volunteering experience that would be relevant to the volunteering role you are applying for.					





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If you have volunteered before, please give details of where you have volunteered and for how long; and describe your volunteering role(s).

What hobbies, skills, special interests or qualities do you have that may be relevant to the volunteering role you are applying for?

When are you available to volunteer? (Please specify days, times and the length of commitment you would like to make.)

References: please supply us with the names of two referees (non-relatives).

Name:

Name:

Address:

Address:

Email:

Email:

Telephone:

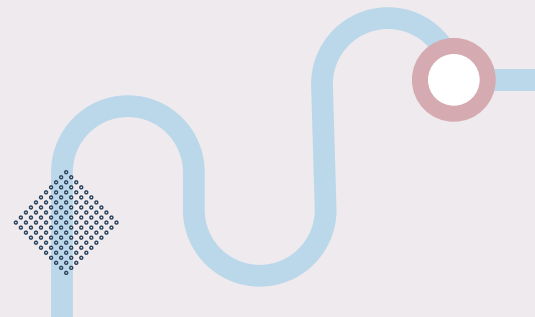
Telephone:

Do you have any special needs you would like to share with us?

Any other comments:



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## VOLUNTEER WAIVER AND RELEASE STATEMENT

\_\_\_\_\_ requires all volunteers to agree to the following waiver. I understand that:

- The information that I provide may be verified and I give permission to \_\_\_\_\_ to make enquiries of nominated referees to determine my suitability to act as a volunteer.
- While volunteering for \_\_\_\_\_ I may be dealing with confidential information, and I agree to keep such information in the strictest of confidence.
- \_\_\_\_\_ has a Code of Ethics & Good Practice Policy and Volunteer Policy that provide an environment which always promotes the safety of everyone. I confirm that I have read the Code of Ethics & Good Practice Policy and Volunteer Policy and I recognise my responsibility to always abide by these.
- The relationship between \_\_\_\_\_ and the volunteer is an "at will" arrangement and either the volunteer or \_\_\_\_\_ may terminate it at any time without cause or notice.
- I understand that \_\_\_\_\_ operates on a charitable and not-for-profit basis and that, as such, it does not accept responsibility for personal injury, illness, death or loss or damage to the property of volunteers however arising (except as a direct result of the negligence of \_\_\_\_\_ or its employees) and I hereby waive any such claims against \_\_\_\_\_, its employees, volunteers or agents.
- I understand that my personal information will be held and processed by \_\_\_\_\_ in accordance with the Data Protection Act 2018 and I fully consent to same.
- I understand that the nature of \_\_\_\_\_ and I hereby consent to a screening process on any application.

Name: \_\_\_\_\_

Date: \_\_\_\_\_

Signed: \_\_\_\_\_

Please return to: \_\_\_\_\_ / ADDRESS / EMAIL ADDRESS

\*Note: Garda Vetting is a requirement for all / some volunteering roles within our organisation

Community Centre Use Only	
Volunteer ID Number:	
Date received	
Garda Vetting successfully completed:	
Form audited by: (Print Name)	

