



Bournemouth Council for Voluntary Service

Registered charity No. – 108381 Company Reg'd in England & Wales No. 4024662

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Volunteer Policy

1.0 Introduction

1.1 Bournemouth Council for Voluntary Service (BCVS) recognises that Volunteers can make an appropriate and significant contribution to the work and service objectives of the organisation and that it provides individuals with opportunities to be involved and learn new skills. BCVS strives to be a 'volunteer friendly' organisation. This document defines the term and sets out the principles, practices and procedures which BCVS will follow in the appointment, management and control of Volunteers.

2.0 Definition

2.1 Volunteers (this does not include students on work placements) may be described as individuals who offer their experience, knowledge and skills to an organisation, free of charge, with the aim of helping it achieve its service objectives and/or with the primary aim of bringing some benefit to the local community.

3.0 Principles

3.1 In appointing Volunteers, BCVS will apply the following principles:-

- a) Volunteers will not take the place of an existing employee's post, nor any tasks or projects which (within the past two years) were done by paid employees whose posts have since been deleted;
- b) Volunteers will not be used to do the work of paid staff during an industrial dispute;
- c) BCVS employees will not be engaged as Volunteers at BCVS.
- d) BCVS will aim to ensure that roles undertaken by volunteers provide good and meaningful experience depending on the needs of the individual
- e) BCVS recognises that Volunteers have the choice to undertake an activity or not
- f) BCVS expects Volunteers to be committed to its work and its ethos
- g) BCVS recognises Volunteers as a valuable contributor to its work and of the individual skills of each Volunteer

4.0 Recruitment of Volunteers

4.1 Volunteers will be selected through the following process:

4.2 STEP 1:

The Chief Executive will highlight a vacancy and go through the following recruitment procedure:

- a) a *Task Description*, outlining the specific tasks, responsibilities and who they should report to is drawn up;
- b) *details* including the duration, hours, expenses, insurance, etc., relating to the placement;
- c) a *Person Specification*, (if thought necessary) outlining the relevant experience, skills, knowledge, abilities and equal opportunity awareness necessary to carry out the role effectively is also drawn up.

4.3 STEP 2:

The prospective Volunteer will be asked to complete an Application form and then invited to a meeting with the intended line manager/Chief Executive. Using the Task Description and the Specification the parties will engage in a two-way discussion of the proposed role, of its requirements and of each other's expectations, with a view to assessing mutual suitability. Following the meeting the BCVS representative will make a decision within one week regarding the individual's suitability for the particular role.

4.4 STEP 3:

Prior to starting their placement at BCVS, BCVS will request two references (professional and personal) that will have been known to the prospective volunteer for more than a year. Also, if required, a DBS check will be undertaken.

4.5 STEP 4:

Volunteers will be allocated to a particular employee who will manage and supervise the Volunteer throughout the duration of her/his placement. The manager's responsibilities will include ensuring that the Volunteer receives the following:

- a. a planned induction to BCVS including a copy of a Volunteer Handbook;
- b. an agreed trial period
- c. individual Volunteer Agreement
- d. regular support sessions;
- e. positive feedback on their contribution;
- f. adequate office accommodation, equipment and services to perform their tasks effectively
- g. a written reference if requested.

5.0 Equal Opportunities

5.1 BCVS recognises that volunteering can provide volunteers with experiences and opportunities for their personal and career development. In accordance with the BCVS Equal Opportunity Policy, volunteer placements will therefore be open to individuals irrespective of race, gender, disability, sexuality, age or marital status. In addition, the *Person Specification* will set out the equal opportunity dimension and any specific equality requirements of the role. If, during the initial discussion (paragraph 4.3) a prospective Volunteer demonstrates hostility to, or a clear lack of support for equal opportunity policy, she/he will be deemed automatically to be unsuitable for a volunteer position.

6.0 Termination of Volunteers Role

6.1 Where appropriate, the Volunteer may be asked to leave by the Chief Executive at one week's notice, or immediately, in some circumstances. In all cases the Volunteer will be entitled to an explanation of the decision and action taken.

7.0 Discipline and Grievance

7.1 Volunteers will not be subject to the BCVS disciplinary procedures. Correspondingly, Volunteers will not have access to the BCVS grievance procedures. However, Volunteers will be entitled to use the BCVS Complaints Procedure. Where appropriate, the complaint will be investigated fully by the Chief Executive or her/his representative.

8.0 Expenses

8.1 Volunteers will be entitled to travel expenses, including from home to base, and those working more than 5 hours a day can claim reasonable expenses for lunch (against receipts), but may not receive payment for any other reason.

9.0 Insurance

9.1 Volunteers will be covered by the BCVS employers, public liability and professional indemnity where appropriate. If Volunteers use their own vehicle whilst volunteering for BCVS they must ensure they have the appropriate insurance cover, driving licence and MOT certificates. In accordance with the Health and Safety Policy the office manager will keep copies of the appropriate documentation on file.

10.0 Health & Safety

10.1 As a part of their induction Volunteers will receive information about the BCVS Health & Safety Policy and associated policies and procedures. Failure to follow these procedures is very likely to result in termination of the volunteering opportunity. Volunteers should raise any concerns they have

about their own health & safety or that of other people on the premises with their appointed manager.

11.0 Policies and procedures

11.1 Besides the Health & Safety Policy Volunteers will be expected to abide by other BCVS policies as appropriate such as Confidentiality, Data Protection, Equal Opportunities, IT, Safeguarding.

12.0 Training and Involvement

12.1 Where a Volunteer is based at BCVS on a day to day basis she/he will be expected to be involved and included in general staff activities, such a staff meetings and Away Days. Volunteers will receive, and be expected to attend, training sessions to enable them to undertake their tasks.

13.0 Monitoring and Review

13.1 It will be the responsibility of the Chief Executive to annually review the operation of the BCVS Volunteer Policy to ensure that it is in accordance with the Equal Opportunity Policy.

Date 30/1/14

Signed 

Chair of BCVS Board



Chief Executive BCVS

Policy first agreed: 30/1/14

Policy to be reviewed: