

VOLUNTEER POLICY

1. THE ORGANISATION

- St. Luke's values its volunteers and aims to make their volunteering experience rewarding and enjoyable.
- We will involve volunteers in the delivery of our services and provide individuals with the opportunity to contribute positively to their community.
- St. Luke's endeavours to combat social exclusion by engaging volunteers from a diverse range of community groups.
- Volunteers do not replace paid staff or carry out work previously carried out by paid staff.

2. EQUAL OPPORTUNITIES

- St. Luke's confirms its commitment to remove all forms of discrimination and to provide an environment where individuals are treated equally, with respect and dignity.
- We strive to ensure that this belief is embodied in the way we provide services, in our employment practices and how we work with our partners in the community.
- Volunteers will be expected to adhere to St. Luke's Equal Opportunities Policy.

3. SELECTION & RECRUITMENT

- Volunteers will be selected from all sections of the local community and with a varied range of skills, ages, experience and knowledge.
- Our Portfolio of Tasks contains a range and choice of voluntary work, including:
 - o Older People's social care
 - o Children's Activities
 - o Reception & administration assistance
 - o Events planning & organising
 - o Gardening/environmental projects
- All opportunities will have a volunteer role description appropriate to the area of service.
- Prospective volunteers will be interviewed to discuss their skills, roles and expectations.
- Volunteers will be required to complete a basic application form, which will be retained for future reference and also asked to provide contact details from two referees who will be contacted before the role commences.
- St. Luke's retains the right to suggest alternative volunteer roles or refuse volunteers who are inappropriate for the tasks.
- St. Luke's does not form a contract of employment with volunteers.

4. CRIMINAL CLEARANCE

- All volunteers will be required to disclose any criminal convictions (including spent convictions) when completing their application form.
- Volunteers working closely with children, young people or vulnerable adults will also be subject to '*Criminal Records Bureau*' (CRB) checks which will be administered by St. Luke's.

5. INDUCTION & TRAINING

- All volunteers will receive a basic induction.
- Volunteers will be given training that is relevant and appropriate to their role.

6. SUPPORT

- Volunteers will have access to effective supervision and support, including learning and development opportunities.
- All volunteers will have a named supervisor.
- Where appropriate, group support meetings will be arranged.

7. MONITORING & REVIEWING

- St. Luke's users should expect high standards of service delivery and professionalism in their dealings with St. Luke's.
- Volunteers who fail to perform their duties to a satisfactory standard will be asked to meet with their supervisor to discuss the problem.
- If the performance of a volunteer does not improve he/she may either be asked to volunteer in a different role or to leave St. Luke's.

8. INSURANCE AND HEALTH & SAFETY

- Volunteers are expected to comply with St. Luke's Health & Safety Policy
- The organisation will not place volunteers in situations that will put their health & safety or that of others at risk.
- It is the responsibility of line managers to ensure volunteers receive an induction that adequately covers health & safety.
- The induction should include issues pertaining to personal safety, first aid and evacuation procedures.
- It is the responsibility of all staff and volunteers to take reasonable care of their own health & safety and also that of others who may be affected by their actions or omissions.
- Volunteers will be indemnified against third party claims under St. Luke's Public Liability Policy while carrying out their duties.

9. VOLUNTEER EXPENSES

- Free St. Luke's lunches will be provided for Volunteers while they are helping at the centre.
- St. Luke's will reimburse reasonable travel expenses, from volunteers home to place of work.
- All 'out of pocket' expenses incurred in the course of their work will also be reimbursed.
- All expenses must be agreed beforehand with the appropriate supervisor.

10. VOLUNTEER ON SOCIAL BENEFITS

- St. Luke's encourages the right of unemployed people to volunteer.
- Payments of 'out of pocket' expenses should not normally affect their benefits adversely.
- St. Luke's advises volunteers to notify the benefits office when they begin volunteering.

11. CONFIDENTIALITY

- Volunteers are required to adhere to St. Luke's Confidentiality Policy
- It is the responsibility of volunteers to maintain the confidentiality of all privileged information that they may have access to whilst working as a volunteer.
- This may involve centre users, another volunteer, staff or any other matter relating to the organisation.

12. GRIEVANCE PROCEDURE

- St. Luke's aims towards a constructive environment where volunteers feel comfortable, have a good relationship with other staff / volunteers and feel that their rights are being respected.
- Any complaints or problems should be dealt with by discussion between the volunteer and their supervisor.

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