

Volunteering Policy

Policy Review: January 2019

Date of Next Review: January 2020

Chief Executive Officer's Signature: 

VOLUNTEERING POLICY

1. Introduction

The charity's vision statement is:

To eliminate the social isolation and loneliness of those in our community with learning disabilities so that they can cross bridges into the wider world.

Accuro also has the following mission statement:

To enable our service users to develop a true sense of belonging, so that they can contribute and thrive to the best of their ability.

We aim to break down barriers for those who, because of their disabilities, are often excluded. By delivering our social and leisure services, Accuro also provides the important dual benefit of enabling much needed respite for parents, carers and siblings.

In order to pursue its aims and objectives Accuro recognises the importance of involving volunteers to:

- Ensure that our services meet the needs of the people who use them
- Provide new skills and perspectives
- Increase our contact with the local communities in which we operate.

2. Principles

The principles underpinning this policy are as follows:

- Accuro will ensure that volunteers are properly integrated into the organisation
- Accuro will not use volunteers to replace paid staff
- Accuro expects that staff at all levels will work positively with volunteers
- Accuro is committed to promoting equal opportunities and diversity and this will be reflected in its recruitment, training & support of volunteers.

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3. The Structure of Accuro

A Board of Trustees comprising not less than 5 and no more than 18 persons - who are elected at the organisation's Annual General Meeting - govern Accuro. At each AGM, all members of the Board must retire but all are eligible for re-election. All Trustees are volunteers.

The Board has established a Finance Sub Committee to facilitate the financial governance of the organisation.

The members of the Board and the posts held, as at publication of this policy, are:

David McConnell	-	Chair
Karen Shefford	-	Treasurer
Gareth Phillips		
David Lister		
Simran Foote		
Marie Pate		
Maddie Standen		

The Trustees delegate responsibility for day-to-day management of the organisation to the Chief Executive Officer.

4. Practice Guidelines

Accuro offers a number of different volunteering opportunities which reflect the range of services that it provides. Accordingly, there may be some variations in the processes for recruiting, assessing and supporting volunteers.

There are, however, certain fundamental guidelines that apply to all volunteering opportunities/roles & these are outlined in the remainder of this section:

4.1 Recruitment

Accuro will seek to recruit volunteers from diverse backgrounds and will advertise volunteering opportunities in a way that promotes diverse recruitment and which reflects our equal opportunities framework.

All prospective volunteers will be required to complete an application form, be interviewed to find out what they would like to do, discuss their skills, ability and how best their potential might be realised.

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All volunteers will be subject to both an enhanced Disclosure and Barring Service (DBS) check (formerly known as a CRB check) and a reference check prior to commencing as a volunteer.

4.2. Volunteer Roles

Accuro believes it is important that all volunteers have a clear understanding of what is expected of them and in turn, what they can expect from Accuro. Accuro will therefore provide each volunteer, as part of their induction, with a role description and 'Volunteer Handbook'.

4.3. Expenses

All volunteers will have the right - subject to receipts - to have out of pocket, agreed, expenses reimbursed. Full details of the arrangements will be provided to each volunteer.

4.4. Induction and Training

All volunteers will receive an induction to Accuro and to the particular service in which they will be working. Core training will be provided as well as additional training pertinent to their role.

4.5. Support

Each volunteer will have a named person as their main point of contact. They will be provided with regular supervision which will encompass, for example, feedback on progress, possible future development and training needs. This will also provide an opportunity to discuss any challenges and opportunities.

4.6. The Volunteers Voice

Volunteers will be encouraged to express their views about matters concerning the organisation and the services it provides. Some of the services operated by Accuro have support groups for volunteers to help facilitate this.

4.7. Insurance

All volunteers are covered by Accuro's insurance policies whilst they are on our premises or engaged in any work on Accuro's behalf – except when they fail to observe agreed policies and procedures.

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4.8. Health and Safety

Volunteers are covered by Accuro's Health and Safety Policy – copies of which are available from the Accuro office. Information pertaining to Health and Safety issues will also be included in the Volunteer Handbook issued to each volunteer.

4.9. Equal Opportunities and Diversity

Accuro operates an Equal Opportunities and Diversity Policy in respect of both paid staff and volunteers. A copy of this policy is available from the Accuro office.

4.10. Problem Solving

Accuro aims to identify and resolve any problems at the earliest possible stage. To this end a policy/procedure has been drawn up for volunteers and staff that deals with how concerns, either by or about volunteers or staff, will be handled. A copy of this can be found in the Volunteer Handbook.

4.11. Confidentiality

Volunteers will be bound by the same requirements for confidentiality as paid staff. Accordingly, they will be asked to read a copy of our Confidentiality Policy and will be required to sign a form agreeing to be bound by this policy.

4.12. Child & Adult Protection

Accuro provides services for children and adults with a disability who may be particularly vulnerable. Accuro therefore places great emphasis on the needs to protect the users of its services. Volunteers, like paid staff, will be expected to adhere to its policies on Child Protection and Protection of Vulnerable Adults. A summary of these can be found in the Volunteers Handbook.

4.13. Age of Volunteers

In order to comply with the conditions of our Insurance Policy Accuro is currently not able to recruit volunteers under the age of 16.

5. Policy

This policy was last updated in January 2019 and is due for review by no later than January 2020.

