

Volunteering Policy

Policy Review: April 2023

Date of Next Review: April 2024

Operation Manager's Signature: 

VOLUNTEERING POLICY

1. Introduction

The charity's vision statement is:

To eliminate the social isolation of people with disabilities within their local communities, by enhancing their confidence to cross bridges into a wider world whilst also supporting their families and carers through respite.

Accuro (Care Services) also has the following mission statement:

To support people with learning disability in West Essex with a wide range of social and educational activities.

To reduce loneliness, by providing opportunities for friendship, to develop skills and potential and improve happiness, health, and wellbeing through fun shared learning experiences, enabling them to live fulfilling lives and to provide respite for their families.

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

To pursue its aims and objectives Accuro (Care Service) recognises the importance of involving volunteers to:

- Ensure that our services meet the needs of the people who use them.
- Promote the safety and well-being of children, young people and adults who access one or more of our services.
- Provide new skills and perspectives.
- Increase our contact with the local communities in which we operate.
- To assist Accuro staff in running social clubs, on group outings etc
- To assist at fundraising events
- To assist with administrative duties

2. Principles

The principles underpinning this policy are as follows:

- Accuro (Care Services) will ensure that volunteers are properly integrated into the organisation

ACCURO (Care Services)

Volunteering Policy

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- Accuro (Care Services) will not use volunteers to replace paid staff
 - Accuro (Care Services) expects that staff at all levels will work positively with volunteers
 - Accuro (Care Services) is committed to promoting equal opportunities and diversity and this will be reflected in its recruitment, training & support of volunteers.

3. The Structure of Accuro (Care Services)

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 (Care Services). 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:

Matthew Punshon	-	Chair
Peter Emsden	-	Treasurer
Simran Foote		
Marie Pate		
Annette Burns		
Jessica Stewart		
Romy De La Rosa		

The Trustees delegate responsibility for day-to-day management of the organisation to the Senior Operations Manager.

Trustees will receive a Trustee Induction and Information Pack, safeguarding training and updates as required.

4. Practice Guidelines

Accuro (Care Services) offers several 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.

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4.1 Recruitment

Accuro (Care Services) 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.

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

4.2. Volunteer Roles

Accuro (Care Services) 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 (Care Services). Accuro (Care Services) will therefore provide each volunteer the following documents, as part of their induction:

- Welcome Letter
- Volunteer Handbook
- Volunteer Role Description
- Problem solving procedure for volunteers
- Confidentiality policy and statement
- Data protection policy
- Child protection and/or safeguarding adults policy
- Photo permission

4.3. Expenses

All volunteers will have the right - subject to receipts - to have out of pocket, expenses reimbursed. Expenses must be agreed in advance with the volunteer line manager or scheme manager. Full details of the arrangements will be provided to each volunteer should expenses need to be claimed.

4.4. Induction and Training

All volunteers will receive an induction to Accuro (Care Services) and to the 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 with their line manager or the HR Manager.

4.7. Insurance

All volunteers are covered by Accuro (Care Services) insurance policies whilst they are on our premises or engaged in any tasks on Accuro (Care Services) behalf – except when they fail to observe agreed policies and procedures.

4.8. Health and Safety

Volunteers are covered by Accuro (Care Services) Health and Safety Policy – copies of which are available from the Accuro (Care Services) Head office. Information pertaining to Health and Safety issues will also be included in the Volunteer Handbook and Staff and Volunteer Driver Policy issued to each volunteer.

4.9. Equal Opportunities and Diversity

Accuro (Care Services) 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 (Care Services) Head office.

4.10. Problem Solving

Accuro (Care Services) aims to identify and resolve any problems at the earliest possible stage. To this end a 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 policy will be given to each volunteer as part of their induction.

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 (Care Services) provides services for children and adults with a disability who may be particularly vulnerable. Accuro (Care Services) 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 and a copy of the Accuro child protection and/or safeguarding adults policy issued to each volunteer on induction.

4.13. Age of Volunteers

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

5. Policy

This policy was last updated in April 2023 and is due for review by no later than April 2024.