

CULLOMPTON TOWN COUNCIL

VOLUNTEERING POLICY (ADOPTED OCT 2014)

1. POLICY STATEMENT

Cullompton Town Council will seek to use volunteers to:

- (a) To enhance the service the Council provides to the local community
- (b) Provide new skills and perspectives
- (c) Increase our contact with the local community we serve.

2. PRINCIPLES

2.1 The Council recognises and welcomes the important contribution made by volunteers working in any capacity for this organisation.

2.2 This Volunteering Policy is underpinned by the following principles:

- (a) We will ensure that volunteers have a clear understanding of their role within the Council, the tasks they are being asked to perform, and the responsibility that goes with those tasks.
- (b) We do not aim to introduce volunteers to replace paid staff.
- (c) We expect that paid staff at all levels will work positively with volunteers and, where appropriate, will actively seek to involve them in their work.
- (d) We recognise that volunteers require satisfying work and personal development and will seek to help volunteers meet these needs, as well as providing the training for them to do their work effectively.
- (e) We are committed to ensuring that volunteers find their volunteering rewarding and enjoyable.

3. PRACTICE GUIDELINES

The following guidelines deal with the practical aspects of the involvement of volunteers. More detailed information, including copies of the various documents referred to, is provided in the Volunteers Induction Pack

3.1 RECRUITMENT

All prospective volunteers will be interviewed to find out what they would like to do, their skills, suitability and how best their potential might be realised.

Each volunteer will also receive a Volunteers Induction Pack

3.2 EXPENSES

Volunteers will receive reasonable out-of-pocket expenses. The Council believes that volunteers should not in any respect suffer financially by volunteering. These must be claimed within three months & receipts must be produced for expenses made.

3.3 INDUCTION AND TRAINING

All volunteers will receive an induction into the work of the Council and their own area of work. On-the-job training will be provided as appropriate. Where appropriate, volunteers will be entitled to receive additional training on the same basis as paid staff.

3.4 SUPPORT AND SUPERVISION

All volunteers will have a named person as their main point of contact. Volunteers will have regular access to this person who will ensure that each volunteer is given the support they need. Volunteers will be provided with regular supervision to feed back on progress, discuss future development and air any problems.

3.5 INSURANCE

All volunteers are covered by the Council's insurance policy whilst they are engaged in any work on the Council's behalf.

3.6 HEALTH AND SAFETY

Volunteers are covered by the Council's Health and Safety Policy, a copy of which is available to read in the Council office.

3.7 WORKING DIRECTLY WITH YOUNG PEOPLE

All volunteers working directly with young people will be DBS checked.

3.8 EQUAL OPPORTUNITIES

Cullompton Town Council operates an equal opportunities policy in respect of both paid staff and volunteers. A copy is in the Volunteer Induction Pack. Volunteers will be expected to have an understanding of and commitment to our equal opportunities policy.

3.9 PROBLEM SOLVING

We aim to identify and solve problems at the earliest possible stage. A copy of Involve's Complaints and Grievance procedure can be found in the Volunteer Induction Pack.

4.0 CONFIDENTIALITY

Volunteers will be bound by the same requirements for confidentiality as paid staff.