



Salford Community and Voluntary Services and  
Volunteer Centre Salford

## Volunteer Policy

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## **Introduction**

Salford CVS is the city-wide infrastructure organisation for the voluntary, community and social enterprise sector; providing specialist information, advice, development support and opportunities for influence and collaboration. Volunteer Centre Salford is one of the services offered by Salford CVS. It works to promote positive volunteering in Salford. It provides a range of services to both potential volunteers and we work with voluntary, community, social enterprise, public and private organisations.

The Volunteer Centre Salford is the city's only accredited Volunteer Centre, meeting the five standards of the VCQA quality assurance scheme.

## **Statement of Intent**

*Salford CVS and Volunteer Centre want volunteers to be involved in our organisation to work alongside members of staff to enhance the services that we offer. Volunteers will not replace paid staff but their input will enable us to provide a better quality of service through the diversity, skills and experience that volunteers bring. The organisation will treat volunteers fairly and equally.*

Salford CVS and Volunteer Centre Salford have jointly signed up to the Salford Volunteer Charter. The Charter sets out the commitment of organisations in Salford to acknowledge the rights and responsibilities of volunteers, and to recognise that they are an essential and invaluable part of the work they do. By signing up to the Charter we are showing that people volunteering with us can do so within a positive and supportive environment.

### Salford Compact – Definition of Volunteering

Volunteering is an activity that involves the “commitment of time and energy for the benefit of society and the community and can take many forms. It is undertaken freely and by choice, without concern for financial gain.” For the purposes of the Salford Compact, this commitment refers to people volunteering with recognised community groups and / or voluntary organisations.

## **Volunteer Roles**

The current roles for volunteers at Salford CVS and Volunteer Centre Salford are: -

- Volunteer Centre Drop In and Admin Support
- Wellbeing Champions (Age Friendly Salford project volunteers)

- Emergency Response Volunteers
- Humanitarian Response Volunteers
- Family Hub Champion (Family Hubs Project)
- Community Researcher (Family Hubs Project)

## **Emergency Response Volunteers**

Salford CVS and Volunteer Centre Salford coordinate an Emergency Response Volunteer programme. During the Covid-19 pandemic hundreds of people stepped forward to volunteer and we registered, supported and placed volunteers, helping them to get involved safely. Emergency Response Volunteers support communities and residents affected by an emergency and assist in the recovery. Due to the nature of the role, there are some differences in the way we involve Emergency Response Volunteers compared to the other volunteer roles in our organisation. The Covid Response volunteer role has developed as a result of some of the tasks volunteers were doing as an Emergency Response Volunteer. This means that the processes for Covid Response Volunteers have been the same as Emergency Response Volunteers. The majority of Covid Response Volunteers joined us initially as Emergency Response Volunteers. Some of the Covid Response Volunteers are still registered with us as Humanitarian Response Volunteers.

## **Recruitment Process**

- We will advertise for volunteers through the Volunteering Portal on the Salford CVS website, the opportunity will also be promoted through the Volunteer Centre Salford brokerage service. Other promotional methods e.g. leaflets, posters will be used if needed.

Information about the role and the application form will be sent to all potential volunteers or where appropriate people will be invited in for an informal chat and then given the information.

- Potential volunteers will be offered an informal chat with the member of staff at CVS who will support them in their role.
- Potential volunteers must to show identification to confirm their identity when applying for any volunteer role.
- Volunteers will be selected broadly to match their skills, motivation and availability with the requirements of the organisation.

- If the volunteer role involves carrying out activities with vulnerable groups (children and/or adults) volunteers will undergo a DBS check and will be required to follow Salford CVS' Safeguarding Policy
- Volunteers will be given a volunteer agreement (dependent on role, these haven't been given to Emergency Response Volunteers or more informal roles ).
- Volunteers will be asked to provide 2 references where possible. These may be from a friend or acquaintance but not a family member. If a person has genuine difficulty in finding references they should contact the Volunteer Centre to discuss this.
- Unsuccessful applicants. If Salford CVS/Volunteer Centre Salford feels that a volunteer does not broadly match the organisations needs at any stage of the recruitment process then the volunteer will have the opportunity to discuss why they have not been selected and the full services of Volunteer Centre Salford will be offered to help find an appropriate alternative opportunity.

**Emergency Response Volunteers** complete an online registration form and they are sent an application form and information. There is no interview and volunteers do not need to show ID. We ask for 1 reference instead of 2 and the reference can be from a friend or acquaintance.

## **Role Description**

All volunteers will be given a detailed role description of the opportunity they are applying for.

## **Induction and Training**

The induction and training is tailored to the specific role that the volunteer undertakes.

If volunteers are based at Salford CVS offices they will be given an induction on their first day as per the induction checklist which will include meeting all the staff, a tour of the building and made aware of the fire exits, toilets etc.

All volunteers are given a volunteers' handbook.

Volunteers will be given an introduction to Salford CVS' policies and procedures.

All volunteers have a named contact at CVS who will support them and who they can contact with any questions, concerns or feedback.

Training relevant to the role will be offered to volunteers who wish to develop their role and where finances are available.

Safeguarding Adults and Children training will be offered to all volunteers. If the volunteer role involves activities with vulnerable groups (children and/or adults) Safeguarding Training is an explicit requirement and will be organised by the volunteers named supervisor.

### **Emergency Response & Covid Response Volunteers**

Emergency Response and Covid Response Volunteers will primarily volunteer off site. Salford CVS will ensure there is a member of staff from the volunteer placement organisation onsite and will give the volunteer an induction. All the steps above are the same for Emergency Response & Covid Response Volunteers.

### **Expenses**

All volunteers are encouraged to claim out of pocket expenses. Salford CVS will reimburse travel expenses (car mileage, bicycle allowance, bus fares) and lunch expenses. To claim expenses volunteers will be asked to complete a simple expenses form and provide bus tickets/receipts. Expenses can be claimed from their named supervisor, Admin or the Finance & Resource Manager. The process for claiming expenses will be explained in the induction.

### **Supervision and Support**

Salford CVS and Volunteer Centre Salford recognises the importance of supporting our volunteers so that they feel valued, motivated and able to develop in their role. Support will be provided in a variety of ways through structured sessions, more informally and on a one to one basis as appropriate.

All volunteers will have a named supervisor who will support them and who they can go to with any questions or queries. Volunteers may have regular support and supervision sessions depending on their role. This is to discuss their role and is an opportunity to help the volunteer's future development, to give the volunteer feedback and to discuss any issues.

**Emergency Response & Humanitarian Response Volunteers** do not have supervision meetings. The role is often short term and requires a different form of support. Volunteers will have named contacts and are encouraged to give feedback and to contact us with questions and queries. Volunteers are contacted by email/text on a regular basis.

### **Insurance**

All volunteers are covered by Salford CVS Employee Liability insurance whilst acting on behalf of the organisation.

## **Equality and Diversity**

Salford CVS and Volunteer Centre Salford are totally committed to the principle of equality of opportunity for all of its service users, staff, volunteers and trustees. The organisation is opposed to all forms of discrimination on the grounds of colour, race, ethnic or national origin, religion or belief, gender, gender identity, marital status, sexual orientation, disability, age or other discrimination.

We will make adjustments, wherever possible and within our financial resources, to enable full participation.

At Salford CVS and Volunteer Centre Salford we recognise that every person is unique and that the differences between people can enrich us and make us more effective in meeting the needs of all our stakeholders therefore we strive to develop an environment that is accessible to everyone.

A copy of the policy will be given and explained to volunteers as part of the induction process.

## **Health and Safety Policy**

Salford CVS and Volunteer Centre Salford recognises and accepts its responsibility for providing a safe and healthy workplace for everyone as detailed in the organisations Health and Safety Policy. A copy of the policy will be given and explained to volunteers as part of the induction process.

Risk assessments are carried out for each volunteer role.

## **Safeguarding**

All volunteers have a requirement to comply with Salford CVS' Safeguarding policy, procedures and code of conduct. This will be explained to volunteers during the induction process. A copy of the Safeguarding Policies for adults and children will be given to volunteers during their induction.

The volunteer handbook will include how volunteers can obtain a copy of Salford CVS' Safeguarding policies and the procedure they should follow if they are concerned about an adult or child.

Safeguarding training will be available for all volunteers. For volunteers whose role involves activities with vulnerable groups (adults and/or children) Safeguarding training is an explicit requirement and must be booked by the volunteers named supervisor.

Salford CVS and Volunteer Centre Salford will follow safer recruitment procedures as outlined in the recruitment process.

If there is any safeguarding concern raised in relation to a volunteer, the volunteer will be suspended from their role immediately pending further investigation. If the allegation is confirmed the individual's volunteering will be terminated.

**Emergency Response Volunteers** who are placed with other organisations will go through that organisations procedure rather than the process outlined above.

## **Problem Solving Procedure**

This procedure will be included in the volunteers' handbook which is given to volunteers as part of the induction process.

All problems and complaints will be resolved openly, fairly and quickly to:

- Protect volunteers
- Safeguard and protect the people we support
- Minimise disruption to staff, volunteers and service users
- Protect the reputation of Salford CVS and Volunteer Centre Salford

We hope that problems and complaints can be dealt with collaboratively after they are highlighted to the volunteers named supervisor or other member of staff where appropriate. However, if this is not possible or appropriate the procedure below will be followed.

## **Complaints raised by a volunteer**

**All complaints will be treated confidentially**

### **Step 1**

If a volunteer has a complaint that they wish to raise, they should speak to their supervisor to raise the issue formally. If the complaint relates directly to the supervising member of staff or the volunteer feels unable to discuss this with them, the matter should be raised in the first instance with another appropriate member of staff.

### **Step 2**

A meeting will be held between the volunteer and the volunteer's supervisor or another member of staff where appropriate. Notes will be taken of the meeting and a course of action will be agreed.

### **Step 3**

If the volunteer is not satisfied with the outcome of their complaint they need to contact the Services Manager. The Services Manager will investigate and respond within 14 days and will arrange to meet the volunteer to resolve the matter. The decision of the Services Manager will be final.

A volunteer who is making a complaint has the right to be accompanied or represented by an appropriate person of their choice.

## **Complaints about a volunteer**

Each stage of this procedure will be treated confidentially and only discussed with those immediately concerned.

### **Step 1**

If there is a complaint about a volunteer, the volunteer's supervisor will investigate. The volunteer's supervisor will discuss the complaint with the volunteer and try to resolve informally. It may be that more support is needed or a training need may be identified. Matters such as these can be easily resolved.

### **Step 2**

If the issue cannot be resolved informally, a formal meeting will be held between the volunteer and their supervisor. Notes will be taken of the meeting and a course of action will be agreed to resolve the situation.

### **Step 3**

If the situation is not resolved, the Services Manager will write to the volunteer, outlining the reason for the complaint. A meeting will be held between the Services Manager, the Volunteer Supervisor and the volunteer. The volunteer has the right to be accompanied by an appropriate person of their choice. Outcomes can range from further objectives being set and support being given to their volunteering being suspended or terminated. Termination will always be a last resort. This decision is final.

If a serious complaint is made about a volunteer, for example abusive or threatening behaviour or a safeguarding concern, the volunteer will be suspended from their role immediately pending further investigation. Step 3 will then be followed and if the complaint is confirmed the individual's volunteering will be terminated. This decision is final.

## **Confidentiality**

Volunteers must abide by Salford CVS practice with regards to confidential information about people who use our services. Confidentiality will be discussed during the induction process.



## **Finishing Volunteering with Salford CVS and Volunteer Centre Salford**

When a volunteer decides to leave they will be invited to complete an exit questionnaire to discuss and evaluate their volunteering and reasons for leaving in private, with an appropriate member of staff, if they wish to do so. This is to enable us to improve our service to volunteers in the future.

**Emergency Response Volunteers** do not complete an exit questionnaire but they are invited to give feedback.

Salford CVS will provide a reference for all volunteers who request one providing they have been regularly volunteering for a minimum of 3 months.