

## **VOLUNTEER POLICY – KEHELLAND TRUST**

### **INTRODUCTION**

#### **MISSION STATEMENT**

The provision of a rural, horticultural setting for the support of adults with learning and, or physical disabilities. Developing personal and social skills, individual opportunities and active participation in the local community.

This document states Kehelland Trust policy on involving volunteers within the Trust. It also defines how Kehelland Trust will recruit and manage volunteers, who are defined as people who spend unpaid time working on defined activities for the benefit of Kehelland Trust. The purpose of developing a policy is to enable Kehelland Trust to think about the value of its volunteers, and to achieve clear, workable principles for volunteers and their supervisors to operate within.

The policy also recognises the value that volunteers add, and the commitment they give to the Trust. The policy aims to support volunteers to achieve their full potential, and work towards building a good and successful relationship between volunteers and the people who engage with them.

Kehelland Trust sets out guidelines for the quality of opportunity, recruitment, training, support and development of volunteers within the service.

#### **BACKGROUND**

Kehelland Trust aims to develop new and exciting ways of involving volunteers in its work, creating mutually beneficial opportunities for both volunteers and the organisation.

A new volunteer can be sure that they will benefit from the involvement in Kehelland Trust in the same way that the Trust benefits from having them on board.

#### **APPLICATION PROCESS**

Requests for volunteers will be advertised in a variety of places, such as local news, the Kehelland Trust website and through local groups. Volunteer postings and contact information can also be obtained through Volunteer Cornwall.

Upon gaining first contact, Kehelland Trust will send out a Volunteer Application Pack that includes an application form plus information to help the potential volunteer decide where they would like to volunteer and which areas are of interest to them. Alternatively a form will be available to download from the Kehelland Trust website. The application form should be filled in and returned as soon as possible. The Equal Opportunities Policy will be adhered to when selecting and recruiting volunteers. Upon receiving a completed application form, the volunteer will be contacted to arrange an interview with the appropriate department coordinator.

If accepted for the volunteer opportunity, the volunteer will be required to complete a CRB Disclosure application.

This interview will help the Trust to match the volunteer to a suitable role, answer any questions, and help them to understand what volunteering at Kehelland Trust involves.

If both the volunteer and the Trust wish to continue, the volunteer will be introduced into their role. This will involve an introduction to their supervisor, provision of the relevant Health and Safety information and any appropriate training.

Volunteers will be subject to a trial period of one month taking effect from their agreed start date. After this period a follow-up interview will take place to ensure that the volunteer is satisfied with their role.

### **THE VOLUNTEER'S ROLE**

Volunteering opportunities will complement, rather than replace, the work of paid staff within the Trust.

### **REFERENCE CHECKS**

Before interview, two references must be obtained for each applicant. This can be reduced to one referee in certain circumstances for example someone who has just left school, or has been retired for a long time. The referees should not be related to the applicant, and will be followed up before any post can commence.

### **EXPECTATIONS**

Volunteers can give as much or as little time as they feel is appropriate for them. Whatever commitment the volunteer can give is a great asset. However we would ask that Volunteers do consider this as 'a commitment' and if unable to attend for one reason or another, the Trust should be informed. In the same way, Kehelland Trust considers the management of volunteers to have equal importance to that of managing paid staff. Therefore this will be carried out with the same level of professionalism. You can expect to be treated fairly, professionally and above all, as an equal to members of paid staff working along side you.

### **SUPERVISION AND SUPPORT**

The Volunteer Coordinator within the Business Development Team and other volunteers will offer support to the volunteers. The volunteer will initially be signed up to a four-week trial period. The Volunteer Coordinator will conduct regular meetings with the volunteer to discuss their role, and regular supervisory sessions will take place to provide a high level of support.

If a volunteer feels they are not being adequately supervised, there is an issue with their post, or if the volunteer has any problems, they are encouraged to discuss this with the Volunteer Coordinator. Private meeting facilities are available at all times, and volunteers can bring a friend if they feel they would like extra support.

### **YOUR RIGHTS**

- To know what is expected and to be given clear information and instruction.
- To have clearly specified lines of supervision
- To receive a level of support appropriate to the role
- To receive appropriate induction and training
- To be shown appreciation
- To know what to do if things go wrong
- To have safe working conditions
- To be free of discrimination

- To have the right to say no, and to be able to withdraw from voluntary work.

### **YOUR RESPONSIBILITIES**

- To fill in an application form providing your details, and to let Kehelland Trust know of any changes
- To give two referees
- To have obtained a CRB
- To give a reasonable and sustainable level of commitment
- To be reliable and safe
- To be honest if there are problems
- To comply with existing policies and procedures (these available to view upon request)
- To take responsibility for your own Health and Safety

### **THE RESPONSIBILITIES**

Kehelland Trust enquiries and volunteering offers will be dealt with quickly and efficiently, and volunteer placements will match the volunteer's skills and interests. Each volunteer will have a Volunteer Agreement and receive a Volunteer Application Pack. Full training will be provided for every task allocated.

Volunteers will be treated in line with the Trusts Equal Opportunities Policy

Volunteers will be managed by the appropriate department co-ordinator.

### **EXPENSES**

All volunteers will have their travel and any other approved expenses reimbursed.

Normally, expenses should be claimed on the monthly "volunteer expenses form" which is then paid by cheque. If required, uniform will be provided.

Refreshments (e.g. tea, coffee) are provided free of charge.

### **INSURANCE**

Kehelland Trust has an insurance policy to ensure you are protected whilst volunteering with us.

### **MONITORING**

The monitoring policy will be reviewed annually to ensure that it is still appropriate to the needs Kehelland Trust and its volunteers. Volunteers are encouraged to contribute to this review and any comments should be passed to the Business Development Team Leader.