

VOLUNTEER POLICY



1. Introduction

FISH Volunteer Centre is an organisation which values the work of volunteers and the contribution they make to deliver our goals.

1.1 Volunteering is one way that local people are genuinely involved in our work.

1.2 We want to work with people from South Oxfordshire so that our services are the best they can be

2. What is a volunteer?

A 'volunteer' is defined as someone who commits their time and energy for the benefit of others, they do so freely, through personal choice and without expectation of financial reward, except for the payment of actual out of pocket expenses. All volunteers have a valuable contribution to make to our work, will be listened to and offered a volunteering role that best suits their skills and expertise.

3. Benefits of Volunteers

The benefits to FISH Volunteer Centre of volunteers:

3.1 Volunteers can bring a perspective to our work that reflects the views of the local community

3.2 They bring credibility to FISH Volunteer Centre - giving their time for free suggests that the work we do is of value to the local population

3.3 Volunteers can help to extend services we currently offer

3.4 Members of the public are more likely to identify with members of their own community and hence, we trust, with the FISH Volunteer Centre.

4. Benefits for Volunteers

The benefits of volunteering with FISH Volunteer Centre include:

4.1 Providing people with new challenges and a chance to learn new skills

4.2 Volunteering to enable people to achieve personal targets for themselves

4.3 By donating their time, volunteers can 'give something back' to the community in South Oxfordshire

4.4 Volunteering can provide an opportunity to be involved with something interesting, absorbing and rewarding

4.5 Volunteering can improve health and wellbeing!

4.6 Meet new people with like-minded interests

5 Induction process

All volunteers volunteering with FISH Volunteer Centre will go through the induction process.

- 5.1 About FISH Volunteer Centre its background, vision and values
- 5.2 Overview of similar other organisations in South Oxfordshire
- 5.3 Policies and procedures applicable to their role
- 5.4 Be provided with a new driver pack and/or any other relevant information

6 Training

FISH Volunteer Centre will support its volunteers to develop their skills through its training programme which will include:

- 6.1 Safeguarding (at a level appropriate to the role)
- 6.2 Health and Safety
- 6.3 Equality and Diversity (at a level appropriate to the role)
- 6.4 Confidentiality
- 6.5 Complaints procedure
- 6.6 Expenses procedure
- 6.7 Data protection

7 Volunteer Rights

Our volunteers can expect to:

- 7.1 Be given clear information about what is expected of them in their role.
- 7.2 Have out-of-pocket expenses reimbursed in line with our policy
- 7.3 Feel valued, supported and be treated with respect
- 7.4 Be made aware of our responsibility for Health & Safety, and have access to a copy of any Risk Assessments carried out
- 7.5 Express their concerns or grievances through our procedure

8 Volunteer responsibilities

FISH Volunteer Centre expects its volunteers to:

- 8.1 Follow our policies, procedures and good practice guidelines
- 8.2 Not act in a way which would bring harm to FISH Volunteer Centre reputation
- 8.3 To treat with respect our Trustees, other volunteers, visitors, the public, agencies and organisations we work with
- 8.4 Let the appointed person know if they are going to be late or unable to attend their agreed day/time
- 8.5 Give feedback about their role, concerns or worries.

9 Support and Supervision

A member of staff at FISH Volunteer Centre will offer support to volunteers. Regular meetings with volunteers will be held to discuss any problems or issues.

10 Expenses

All mileage expenses will be reimbursed at a rate of 40p per mile. (If so wished)

To claim expenses, a Volunteer Expenses form must be completed and submitted along with relevant receipts.

14 Resolving Problems

The relationship between FISH Volunteer Centre and our volunteers is entirely voluntary and does not imply any contract. However, it is important that we are able to maintain our high standards of quality and service, and it is also important that our volunteers should enjoy making their contribution to our service.

- 14.1 If volunteers have a complaint or grievance about our organisation, a member of staff, or another volunteer, we would encourage them to raise the issue informally in order to seek a speedy resolution. If the problem is about a member of the FISH Volunteer Centre staff, then the volunteer should discuss it with the Chair of FISH Volunteer Centre. If a resolution cannot be agreed, then the volunteer must make a complaint using the relevant procedure.
- 14.2 If a volunteer does not meet with our organisations standards we will discuss this with them. If the problem is serious we may suspend the volunteer until a full investigation has been conducted. A serious problem may include violence, theft, abusive behaviour or acting in a way that is detrimental to the reputation of FISH Volunteer Centre.
- 14.3 Concerns about a volunteers' performance will be raised with them and they will be given the opportunity to improve. Should there be no improvement FISH Volunteer Centre may decide to ask the volunteer to leave immediately
- 14.4 If the volunteer is unhappy with this decision they may appeal to the Chair of the FISH Volunteer Centre Trustees within one week of the decision.
- 14.5 The Chair will make a decision within two weeks of receiving an appeal. The Chairs decision is final

15 Confidentiality

FISH Volunteer Centre has an explicit Confidentiality Policy that all members of our Board, staff, and volunteers must adhere to.

The Trustees of FISH Volunteer Centre adopted this Policy on 25th April 2019 to be reviewed in two years.