

# Volunteer Policy



## Purpose of this Document

This policy has been created for current and potential volunteers, to outline that all volunteers will be treated in a fair and consistent way.

It also outlines the support that is available to volunteers, and what will be expected from them.

### Our vision and mission for volunteering

Volunteering is a great way to share your enthusiasm, skills and ideas whilst having fun and meeting like-minded people. By volunteering for Live & Local, you will be making a positive contribution to arts and culture in your area. Volunteers are vital to our work. According to the National Council of Voluntary Organisations, 2022:

“Volunteers give time, carrying out activities that aim to benefit community or society. Volunteers are unpaid and choose how they wish to give their time.”

Live & Local values volunteers and recognises and encourages the unique qualities of individuals, their experience, skills, knowledge, and the commitment they can offer.

## Definitions

**Volunteer:** A volunteer includes ‘any person engaged in an activity which involves spending time, unpaid (except for approved out-of-pocket expenses), doing something which aims to benefit some third party and not a close relative.’ – *Definition taken from:* [www.gov.uk](http://www.gov.uk)

**Volunteering activity:** Volunteering activities are undertaken by volunteers. The activity is undertaken for a non-profit cause and does not replace paid staff. The activity can be done within the framework of a volunteering provider or through a volunteer’s own initiative. – *Definition taken from:* <https://ec.europa.eu>

## Recruitment

- We work inclusively and welcome the range of experience people from diverse backgrounds can bring to the work. We aim to work with volunteers to support equal opportunities and widen access within our organisation. We are committed to antidiscrimination and our Equality, Diversity and Inclusion policy and Safeguarding policy are followed when recruiting all members of staff and volunteers.
- We have an open, general volunteer recruitment and recruit volunteers from a range of places, including, but not exclusive to: our project partners, our current pool of experienced participants, our website, social networks and in our newsletter.
- Volunteers will be required to complete a simple application form.
- Volunteering should be of mutual benefit to the organisation and the volunteer. Where possible the experience is intended to offer some form of development and progression for volunteers that meets their interests and fulfils the needs of the organisation in the work we undertake. We may have specific tasks and roles in mind but we will also welcome creative suggestions and ideas that would be of mutual benefit.
- References will be taken up where appropriate. If working with vulnerable people in a Regulated Activity, Live & Local will ensure that volunteers are able to provide Live & Local with a current (dated within the last 12 months) DBS Disclosure document. This is in line with Live & Local’s Safeguarding Policy. Checks for criminal convictions and enhanced DBS disclosures will only be made according to our legal requirements and in accordance with the nature of the voluntary work being undertaken for the organisation.

- Volunteers' information will be stored by Live & Local in accordance with our Data Protection Policy.

## Induction and Training

- Live & Local will provide an accurate volunteer role description for all volunteering activities.
- All volunteers will be provided with an induction.
- Volunteers will be introduced to appropriate members of staff and other volunteers.
- Volunteers will receive a tour of their work environment and be informed of what to do in case of an emergency, this will happen in congruency with Live & Local's Health and Safety Policy.
- All volunteers will be made aware of relevant policies which Live & Local staff and volunteers must adhere to. This may include but is not limited to: Health & Safety Policy, Environmental Responsibility Policy, Equality, Diversity and Inclusion Policy, and Data Protection Policy.
- All volunteers should sign a Volunteer Agreement establishing the arrangements between Live & Local Ltd and themselves.
- Live & Local will endeavour to offer a high standard of service to volunteers as detailed in the Volunteer Agreement.
- Live & Local will explain the standards expected and will encourage volunteers to meet them.

## Supervision and Support

- All volunteers will have a named person(s) as their main contact.
- Volunteers will be given appropriate opportunities to provide feedback on progress, to discuss future development and to air any problems.
- Volunteers should initially contact their assigned main contact if they have any queries or complaints. Live & Local will take complaints seriously and will act on them in conformity with the Live & Local Complaints and Escalation Policy.
- RHT volunteers will receive ongoing Supervision to understand their training needs and aspirations. This is also an opportunity for the volunteer to give us feedback on volunteering and inform us of any new access requirements or training needs. Training opportunities relevant to the role undertaken and/or Live & Local's ongoing work will be made available to volunteers free of charge and with transport support.
- Live & Local reserves the right to revoke a volunteer agreement at any time and for whatever reason without further recourse. The volunteer is entitled to relinquish their position at any time, for any reason without further recourse.

## Insurance

- To provide adequate insurance cover for volunteers whilst undertaking voluntary work approved and authorised by us.
- Over 18s only (unless under supervision of parent/guardian and then over 16s may apply)

## Expenses

- Reimbursement of volunteer 'out of pocket' expenses will be agreed by a member of Live & Local management, where requests are considered genuine and necessary and where funding exists.

## Expectations

Volunteers are expected to:

- Be committed to volunteering for a reasonable and mutually agreed period.
- Follow Live & Local's procedures and standards on equalities, health and safety, safeguarding and confidentiality.
- Maintain and uphold the good name and reputation of Live & Local.
- Volunteer without expecting to secure paid employment as a result.
- Help Live & Local fulfil its aims by performing their role to the best of their abilities, meeting the standards agreed to in the Volunteer Agreement and or giving reasonable notice so that alternative arrangements can be made when this is not possible.