



# Volunteering Policy

## Introduction

Fair Futures places great value on the involvement of volunteers and their contribution to its work in various ways.

Volunteers help to enhance the range and quality of services provided by giving their time, skills, knowledge and/or experience.

## Policy Statement

Fair Futures is committed to best practice in the recruitment, support and management of volunteers. This policy covers volunteers acting 'on behalf of' Fair Futures and it is underpinned by the following principles:

- Fair Futures expects that staff will work positively with volunteers and, where appropriate, will actively seek to involve them in their work; and
- Fair Futures recognises that volunteers require satisfying work and will help volunteers do their work effectively.

## Recruitment

Fair Futures is committed to equal opportunities and believes that volunteering should be open to all regardless of race, gender, religion, sexual orientation, political beliefs or offending background that does not create a risk to vulnerable groups including children. If a volunteer has a special need or disability that makes their involvement difficult, every effort will be made to involve them. An explanation will be given if this is not possible. The acceptance of volunteer assistance for a particular role is made on merit, with the sole selection criterion being the individual's suitability to carry out agreed tasks.

Information about volunteers which is not relevant to the performance of the volunteering tasks concerned will be disregarded by the organisation in terms of recruitment and selection. Personal information recorded about volunteers is stored and maintained securely as outlined in Fair Futures' Privacy Policy.

Volunteers will be given an appropriate level of scrutiny for the volunteering task to be assigned to them. A clear description (verbally and in writing) of the volunteer's role will be given.

Some roles for volunteers may require an enhanced DBS certificate. Fair Futures will apply for this if necessary.

### **Support, Supervision and Recognition**

Volunteers will be properly briefed about the activities to be undertaken and given all the necessary information to enable them to perform with confidence.

Fair Futures encourages feedback and volunteers will be given the opportunity, where relevant, to share their views and opinions with Fair Futures' staff.

Fair Futures will seek to recognise volunteers' achievements and contributions in a variety of ways. Volunteers will be given formal recognition of their contribution (e.g. internal awards, thank you letters etc.).

### **Insurance**

Volunteers are covered by Fair Futures' Public and Employer's Liability Insurance. The organisation does not insure the volunteer's personal possessions against loss or damage.

### **Confidentiality**

Fair Futures places significant importance on the confidentiality and security of individuals' personal information and we will always try to take appropriate precautions. Volunteers must ensure sensitive information remains confidential; this includes the personal information of service users, as well as information relating to the overall business of Fair Futures.

Confidentiality agreements are signed by all volunteers working with Fair Futures. Failure to maintain confidentiality may result in termination of a volunteer's relationship with Fair Futures.

### **Resolving Problems**

Fair Futures aims to treat all volunteers fairly, objectively and consistently and seeks to ensure that volunteers' views are heard, noted and acted upon promptly. We will aim for a positive and amicable solution to any issues raised in accordance with the procedures in the Complaints and Compliments Policy. Volunteers are encouraged to raise any problems at the earliest opportunity, so that issues may be resolved promptly and informally.

### **Summary: Rights and Responsibilities**

Fair Futures recognises the rights of volunteers to:

- know what is (and what is not) expected of them
- have adequate support in their volunteering

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- receive appreciation
- volunteer in a safe environment
- be insured
- know their rights and responsibilities if something goes wrong
- receive appropriate training
- be free from discrimination

Fair Futures expects volunteers to:

- be reliable and honest
- respect confidentiality
- make the most of training and support opportunities
- carry out tasks in a way that reflects the aims and values of the organisation
- carry out tasks within agreed guidelines
- respect the work of the organisation and not bring it into disrepute
- comply with the organisation's policies

This policy is to be read in conjunction with the following policies:

- Safeguarding Children and Young People Policy
- Privacy Policy

This policy is reviewed regularly and updated as required.

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