



## **Volunteer Policy**

### **Policy Statement**

Parents in Partnership, Croydon is committed to offering volunteering opportunities to build people's capacity and add value to the services it provides.

We believe in providing opportunities for people to contribute their skills to the community and to the achievement of the organisation's goals, as well as to enable volunteers to gain additional skills and interests in working with a wide variety of service users and partners. Our volunteer policy will also ensure the link between PIP and the local community, and in promoting the work that we do.

### **Recruitment**

PIP will advertise as widely as possible to promote the Equality of Opportunities for all. We will tap into different networks using emails, electronic bulletins, other agencies' newsletters and through PIP website. Potential volunteers will be asked to write their expression of interest to volunteer outlining their skills and knowledge and their personal learning objectives.

Volunteers will be interviewed by at least two panel members from PIP management. After being offered the volunteering opportunity, the volunteer will show an up-to-date Enhanced DBS Certificate.

### **Trial Period**

A trial of four weeks will be given to give the volunteer and the organisation the opportunity to discover if they are suited to each other, after which an agreement to take up the volunteering or to discontinue will be signed off.

### **Induction and Training**

PIP will provide the volunteer a copy of the volunteer pack which includes the job description, summary of tasks to be undertaken, lines of accountability, reporting, and all relevant organisational policies, including the expenses guidelines.

### **Support and Supervision**

The organisation will provide ongoing support to volunteers. There will be regular meeting with the respective line manager, and if possible, team meetings. The volunteers will receive information on training and other opportunities for learning. The line manager will also discuss the progress of

the volunteer's work and the challenges faced. Upon discussion with the line manager, volunteers may refuse to carry out tasks they feel are inappropriate or unrealistic.

### **Expenses**

All out-of-pocket expenses are reimbursed, including expenses for travel by the cheapest means of public transport. Lunch expenses to a maximum of £5.00 will be reimbursed if volunteering is for seven hours in any given day.

### **Insurance**

All volunteers are covered under PIP's Public Liability Personal Accident and Contents Insurance whilst they are undertaking their tasks in designated and agreed premises.

### **Confidentiality**

All volunteers are required to sign relevant PIP Policies.

### **Resolving Problems**

The relationship between PIP and its volunteers is entirely voluntary and does not imply any contract. As much as possible, all matters will be dealt with during supervision sessions. However, if volunteers are still unhappy with the solution, the volunteer may want to request to meet with the Chair of the PIP Trustee Board. If dissatisfaction remains then it would be inappropriate for the volunteer to continue with his/her volunteering.

### **Leaving as a Volunteer**

Volunteers will be offered an exit interview when they no longer want to volunteer with PIP.

### **Review and update of Policy**

**This policy detailed above was agreed and minuted at a meeting of the Board of Trustees on:**

<b>Approved by:</b>  <b>Julie Newton-Smith</b> <b>Chair of Trustees</b>	<b>Signed:</b>	<b>Date:</b>  <b>Review: July 2018</b>
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