

*October 2010*

## PEOPLE AND WORK UNIT

### **POLICY – VOLUNTEERS and LEARNERS**

#### **STATEMENT OF GENERAL POLICY**

- The People and Work Unit promotes best practice throughout its organisation and works to ensure a consistent approach to the management and support of volunteers and learners
- It is firmly committed to cultural diversity in all its work and encourages an atmosphere where everyone feels able to participate and contribute
- It is committed to help ensure fairness and consistency when involving a diverse group of people. A written policy statement ensures decisions will be made in accordance with this policy

#### **PROCEDURES**

- The selection process for volunteers and learners avoids unfair discrimination and welcomes all prospective volunteers and learners
- Relevant policy documents are made available to all applicants at the start of the recruitment process (see below)
- All volunteers and learners are interviewed and appropriate references taken up
- An enhanced criminal record check will be requested for all volunteers and learners who may work with children or other vulnerable groups
- Under the provisions of the Rehabilitation of Offenders Act 1974, volunteers who work with children and other vulnerable groups will be required to declare all previous convictions. This includes spent and unspent convictions. This information will be treated in strict confidence. It will not necessarily be a bar to becoming involved in the work. Only relevant convictions will be taken into account when considering a volunteer's application

- Volunteers who use their own car will be asked to produce a copy of their driving licence and insurance document. They should ask for 'volunteering' to be included in their 'leisure use' insurance premium. Annual checks of licence and insurance cover will be carried out

**All volunteers and learners will be:**

- provided with the necessary induction, training and assistance to enable them to meet their goals and/or responsibilities
- given ongoing support and supervision from a named person within the organisation
- paid reasonable out of pocket expenses
- provided with the necessary information to know what will be expected of them
- treated with respect and be free from discrimination
- encouraged to comment on how their tasks and learning may be improved
- given a safe working environment and not be expected to carry out lone working
- given assurances that any personal information they provide will be kept securely. No personal details will be passed on without the consent of the volunteer, unless the Unit is legally obliged to do so
- given the right to complain if they feel they have been treated unfairly
- treated fairly if a complaint is made against them

**It will be expected that volunteers and learners:**

- will carry out their agreed duties and tasks to the best of their ability
- will work within the aims, objectives and values of the organisation
- will work with agreed policies, codes of practice and guidelines as explained during the induction process

- will be honest and reliable
- will treat with respect and lack of discrimination all work colleagues, other volunteers and learners, members of the general public and individuals from other organisations with whom they may be working
- will attend training and support sessions where agreed
- will maintain matters of confidentiality

**Relevant policy documents:**

**Code of Conduct: Employment of People with Criminal Records: Health and Safety:  
Disciplinary and Grievance Procedures: Child Protection: Equal Opportunities:  
Human Rights: Data Protection: Working with Vulnerable People**