



2021/22

Volunteer Policy

# Clean Slate Policies

## VOLUNTEER POLICY

### Aims

The aim of the Volunteer Policy is to manage the relationship between Clean Slate Trustees and volunteers, ensuring that Clean Slates standards and practices are observed and maintained in order that Clean Slate operates effectively

### Objectives

- To ensure that volunteers are appointed in an appropriate way, undergoing the necessary clearance and DBS checks
- To establish a central register of volunteers
- To ensure that best practice is achieved when using the services of volunteers
- To establish meaningful and productive roles for volunteers, reflective of their skills and experiences, which enhance Clean Slates established workforce, but not act as a substitute for paid staff.

### Outcomes

All volunteers are appointed following Clean Slates policies and procedures to undertake roles appropriate to their skills, experiences and interests which will enable their development and allow them to contribute to Clean Slates goals.

### Definition of Volunteers

Clean Slates definition of a volunteer is: -

Anyone who shares their time, experiences, views or skills without compensation or expectation of compensation beyond reimbursement of expenses incurred during his/her volunteer role

### Recruitment of Volunteers

Volunteers should be recruited in accordance with best practice using Clean Slates framework

1. Create a job description for the volunteer and carry out a risk assessment for the role (if necessary)
2. Complete the application process
3. Interview and welcome by appropriate member of staff
4. Offer letter and Welcome pack
5. Induction

### Role of Clean Slate

Clean Slate acknowledges the benefits from working with volunteers to create a positive environment in which to allow volunteers to function to their individual potential, ensuring that appropriate tasks are provided for volunteers that either reflect their experience and skills or enhance their experience and skills.

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Clean Slate recognises that volunteers can contribute fresh ideas and provide stimulus for a different perspective, they can also pioneer new ways of working and highlight the need for future developments in services and offer help to people who may not wish to contact statutory agencies.

Volunteers should not be subjected to unrealistic commitments in terms of their time or their degree of responsibility. Clean Slate should ensure that volunteers are not regarded as a substitute for paid staff.

Volunteers should be encouraged to be part of a team that is able to contribute towards improvements in services and part of any decision-making process.

Clean Slate will ensure a safe environment in which volunteers will not be asked to perform any tasks that involve unacceptable risks.

Volunteers should be sought and encouraged to come from all sections of all communities including those whose first language is not English, returnees to work and people with disabilities.

### Role of Volunteers

Volunteers must demonstrate an enthusiasm to complete manageable tasks with the support (where appropriate), undertake on the job training where appropriate, adhere to Clean Slates policies and procedures, avoid putting themselves at risk, respect confidentiality of all clients/volunteers/staff/trustee's information that they come into contact with and treat all employees at Clean Slate, members of the public and external agencies with respect.

Volunteers will have the opportunity to gain experience, which may help them if they wish to seek paid employment. They will be provided with an opportunity to learn new life skills and develop self-confidence, expand their social horizon, increase their self-esteem by having an opportunity to gain knowledge and understanding of organisations, statutory and voluntary agencies and show how they can work together with communities to improve the health and well-being of the local population.

Volunteers will undertake a range of activities which enhance Clean Slates established workforce. They will be placed in areas where staff they will be working with agree to the arrangements and therefore welcome the contribution that volunteers can make to the service. Where possible the work that volunteers undertake should match their motivation and the reason that prompted them to volunteer.

### Induction of Volunteers

The appropriate person should arrange a local induction, which should include:

- The opportunity to discuss and read relevant Clean Slate policies and procedures as appropriate
- Steps to ensure that tasks undertaken do not pose undue risk to the volunteer
- Introduce volunteers to members of the team and services
- Discuss work schedule
- Discuss the appropriate coping and support mechanisms that are available
- Outline the reimbursement procedure for travel and other expenses
- Discuss all aspects of confidentiality pertaining to any client/staff/volunteer/trustee data they may have access to undertake their role
- Discuss and provide all volunteers with a copy of the Volunteer Program and Handbook

### Supervision/Support

- An appropriate member of staff will be nominated to provide support to each volunteer

- Volunteer Supervisors are required to use their judgement when identifying suitable roles for volunteers
- Volunteer Supervisors should specify and discuss with the volunteer the frequency and nature of their supervision
- Volunteer Supervisors must ensure that issues of concern, especially regarding confidentiality are always adhered to, reporting any failings/concerns to the project manager
- A positive and supportive working climate should be created to ensure volunteers are able to develop to enhance their potential and to seek and access support if required
- Volunteers may be invited to attend relevant group/team/staff meetings that enable them to carry out their role more effectively, in consultation with their supervisor
- Appropriate on the job training will be identified.

### When a volunteer placement ends

Clean Slate understands that personal commitments change and as a result, volunteers may choose to end their voluntary role. Volunteers are free to do so at any time.

All volunteers who wish to leave may be invited to offer feedback on their experience. This will allow Clean Slate to learn how the “volunteer experience” can be improved in the future, as well as thank the outgoing volunteer for their time and effort.

When a volunteer’s role is no longer necessary, or if the volunteer is not appropriate for the role, Clean Slate will try to re-appoint them when possible, and will give as much notice of any changes as possible.

Clean Slate may also have to end a volunteer placement due to unacceptable conduct. If there are concerns about a particular volunteers conduct, they will initially be raised to the Project Manager in a private meeting. There will be an opportunity for the volunteer to reflect upon their actions/s at this stage. After this meeting, the Project Manager will decide if the conduct can be improved or if Clean Slate must end the volunteer role. If a volunteer’s role is ended, the Project Manager will inform them of the outcome in writing and explain the reasoning behind the decision. Volunteers have the right to appeal against the decision to the appropriate manager’s line manager.

### Reimbursement

Volunteers should be reimbursed for the cost of their travel by producing an expenses sheet along with receipts. Expenses have their own policy, please see the policy for full details.

### Health & Safety

Clean Slate has an obligation under the Safety at Work Act 1974 to provide safe and healthy working conditions, which it does through policies, rules, and regulations. Volunteers are required to co-operate with Clean Slate in discharging its responsibilities under the Act and to take responsible care of the health and safety of themselves and all others. Health & Safety have their own policy, please see the policy for full details.

### Equality and Diversity

Equality is about making sure everyone is treated fairly and given fair chances. Equality is not about treating everyone the same way but recognises that their needs can be met in different ways. Diversity recognises, values and manages differences giving everyone the opportunity to contribute and realise their full potential. Welcoming diversity enables us to work better together and to provide services which consider and address the needs of different communities/people we serve and to those we employ.

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Clean Slate recognises that people have been discriminated against, and still are, because of many things, for example, ethnic origin, gender, disability, age, sexuality, religion and also through under employment, ill health, social exclusion, socio-economic factors and other less obvious reasons. We will ensure that volunteer placements are widely advertised and do not discriminate against anyone.

Clean Slate has a strong commitment to promoting equality for its clients, users, and staff groups. Diversity and Human Rights are key to our vision and mission of improving health and reducing health inequalities.

This commitment applies to everyone involved with Clean Slate and includes volunteers, visitors, and partner organisations. We will ensure we treat everyone with value, respect, and dignity always.

Version	Date	Approved by
1.0	02/02/2021	Nadia Brown - Project Manager