

Blythswood Care Volunteer Policy



1 Introduction to Blythswood Care

- 1.1 Blythswood Care is a volunteer-based organisation, with a team of staff and volunteers from all walks of life, combining the Christian message with practical help for those in need at home and abroad, regardless of their political or religious beliefs or ethnic origins. It is a registered charity aiming to transform lives through Christian care for body and soul. The role of the volunteer is fundamental to the work we are involved in and Blythswood Care's aim in relation to volunteers is to;
- Promote voluntary work in a range of ways
 - Help choose the volunteering activity most appropriate to the volunteers interests and skills
 - Promote good practice in volunteering
 - Encourage and provide training for volunteers in appropriate skills
- 1.2 In Blythswood Care, volunteers are a major resource and make a vital contribution to our aims outlined above. We recognise that the roles of volunteers will complement and not replace the roles of paid staff.
- 1.3 The time, energy and skills offered by our volunteers benefits our work and helps us to achieve our aims. Experience has shown that volunteering also brings benefits to volunteers themselves and to those with whom they work.
- 1.4 In Blythswood Care a volunteer is understood to be a person who does voluntary work on our behalf. It is undertaken by choice and is unpaid. The volunteer should be sympathetic to the Christian ethos of the organisation. Blythswood Care undertakes to organise it effectively.
- 1.5 In Blythswood Care volunteers help with the delivery of our service, and are active in the support groups and projects in which we are involved.
- 1.6 Blythswood Care believes that our relationship with our volunteers is one of mutual responsibility and commitment, within which Blythswood Care and our volunteers both have rights and responsibilities. We hope that volunteers will enjoy their involvement and gain from it in terms of their own personal objectives.

2 Purpose and Advantages of Policy and Procedures on Volunteers

- 2.1 Blythswood Care's purpose in adopting this policy is to:
- Highlight and acknowledge the value of the contribution made by volunteers
 - Reflect the purpose, values, standards and strategies of Blythswood Care in its involvement of volunteers
 - Recognise the respective roles, rights and responsibilities of volunteers and Blythswood Care
 - Confirm Blythswood Care's commitment to involving volunteers in its work
 - Establish clear principles for the involvement of volunteers
 - Clarify the roles of volunteers and address the relation between volunteers, those who engage them and those who receive their services
 - Commit Blythswood Care to take account of the interest of those who benefit from the work of our volunteers
 - Help to ensure the ongoing quality of both the volunteering opportunities on offer and the work carried out by our volunteers
 - Acknowledge the current areas of volunteer involvement

3 Purpose and Advantages of Policy and Procedures on Volunteers

3.1 General

In involving volunteers we will be guided by the following principles of good practice:

- The tasks to be performed by volunteers will be clearly defined, so that all concerned with their activities are sure of their respective roles and responsibilities
- Volunteering opportunities will complement rather than replace the work of paid staff
- Opportunities will be given for volunteers to represent their views to Blythswood Care
- All existing and future policies will be checked as to how they affect volunteers
- The policy and procedures on volunteers will be regularly monitored and reviewed

3.2 Recruitment and Selection

- Blythswood Care's Equal Opportunities statement will be adhered to when recruiting and selecting volunteers
- To ensure that all volunteering opportunities are widely accessible they will be promoted appropriately in accordance with our policy for recruiting volunteers.
- Volunteers will be required to complete a volunteer's application form
- Volunteers will be placed in accordance with our volunteer selection procedures
- The procedures and standards laid in VDS's 'Protecting Children' will be followed when selecting volunteers who are to work with children, young people and other vulnerable groups
- We will request references for all volunteers
- People who offer to volunteer will have their offers dealt with as quickly as possible
- Placements will match the volunteer's skills, talents and interests with the voluntary work to be carried out
- Once placed, we will expect volunteers to comply with existing policies and procedures

3.3 Support for Volunteers

- Where appropriate, we will provide an induction period and a review session for volunteers to assess the progress of their placements and to resolve any problems at any stage
- Blythswood Care has written procedures for the insurance of its volunteers
- Volunteers will be given information on other legislation or policies that may affect them, e.g. Health & Safety and Equal Opportunities. In these respects volunteers will be treated in the same way as paid staff for liability purposes
- All volunteers will be offered appropriate access to support and supervision on a regular basis, with a named support worker, and will be informed who to contact in an emergency
- All volunteers will be offered access to appropriate training to enable them to develop their capabilities and personal competence appropriate to Blythswood Care's needs
- Volunteers will be encouraged to provide each other with mutual support
- Volunteers will be made aware of Blythswood Care's complaints, grievance and disciplinary procedures, and of who to contact if they have a grievance about any aspect of their work
- A designated person will be assigned responsibility for dealing with complaints about a volunteer's conduct in accordance with the general procedures of Blythswood Care

3.4 Rights and Responsibilities of Volunteers

3.4.1 In engaging volunteers, we recognise the rights of volunteers to:

- Know what is expected of them and to be given clear information and induction
- Have clearly specified lines of support and supervision
- Be shown appreciation
- Have safe working conditions
- Be insured
- Know what their rights and responsibilities are if something goes wrong
- Be trained and receive ongoing opportunities for learning and development
- Be free from discrimination
- Experience personal development through their participation as volunteers
- Ask for a reference
- Be consulted on decisions that will affect what they do
- Withdraw from voluntary work

3.4.2 We expect that volunteers will:

- Carry out their tasks in a way that corresponds to the aims and values of Blythswood Care
- Work within agreed guidelines and remits
- Be reliable
- Respect confidentiality
- Attend training and support sessions

3.5 Responsibility

Overall responsibility for the implementation, monitoring and review of the policy and procedure lies with the Chief Executive and, on a day-to-day basis, with the senior paid staff.

This agreement can be terminated at any time.



Blythswood Care

Volunteer Policy

Name

I have read the Volunteer Policy of Blythswood Care and agree to adhere to this Policy.

Signature

Date