

# Volunteer Policy

<b>Policy:</b>	Volunteer Policy
<b>Purpose:</b>	This policy sets out the principles and practise by which Dalmuir Park Housing Association involves volunteers in its services.
<b>Implementation Date:</b>	October 2019
<b>Review Date:</b>	9 March 2022
<b>Next Review Date:</b>	March 2025
<b>Guidance:</b>	<p><b>Scottish Social Service Council (SSSC)</b>  <b>As a social service employer, we must:</b></p> <ol style="list-style-type: none"> <li>1. Make sure that people are suitable to be social service workers and that they understand their roles and responsibilities.</li> <li>2. Have the culture and systems in place to support social service workers to meet their Code of Practise.</li> <li>3. Provide learning and development opportunities to enable social service workers to strengthen and develop their knowledge and skills.</li> </ol>
<b>Regulatory Standards:</b>	<p><b>Health and Social Care Standards My Support, My Life:</b></p> <p>3.14 I have confidence in people because they are trained, competent and skilled, can reflect on their practice and follow their professional and organisational codes.</p> <p>4.11 I experience high quality care and support based on relevant evidence, guidance and best practice.</p> <p>4.18 I benefit from different organisations working together and sharing information about me promptly where appropriate, and I understand how my privacy and continentiality are respected.</p>
<b>Other Relevant Policies</b>	<p>Equality and Human Rights  Recruitment and Retention  Code of Conduct  Health and Safety  Data Protection</p>
<b>Date reviewed by Policy Review Working Group (PRWG):</b>	9 March 2022
<b>Date approved by Board (or PRWG if delegated):</b>	9 March 2022
<b>Publish on the Website:</b>	Yes

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## **1.0 Purpose**

- 1.1 This policy sets out the principles and minimum standards for recruitment, induction and appointment of volunteers to ensure that both volunteers and Dalmuir Park Housing Association's (DPHA) expectations are met. It provides for fair and equal treatment of volunteers.
- 1.2 This policy is for staff that work with, and provide support to, volunteers within DPHA and for volunteers themselves who provide this role as a part of their DPHA activities.
- 1.3 DPHA will liaise and refer to West Dunbartonshire Community and Volunteering Services (WDCVS) and is aware of the link between this policy and WDCVS policy.

## **2.0 Principles**

- 2.1 We recognise that voluntary work brings benefits to volunteers themselves, to tenants, service users and to staff within DPHA.
- 2.2 DPHA will ensure that volunteers are integrated into the organisational structure and that mechanisms are in place for them to contribute to service delivery.
- 2.3 DPHA will not employ volunteers to replace paid staff or to include them in child/staff ratios.
- 2.4 Staff at all levels of DPHA will work positively with volunteers and, where appropriate, will actively seek to involve them in their work.
- 2.5 DPHA recognises that volunteers require satisfying work and personal development and will seek to help volunteers meet these needs, as well as providing the training for them to do their work effectively.
- 2.6 DPHA recognise that the management of volunteers requires designated responsibilities within specific posts.
- 2.7 DPHA will endeavour to involve volunteers from a wide range of backgrounds and abilities to ensure our volunteering opportunities are as accessible as possible.

## **3.0 Recruitment**

- 3.1 We will use appropriate means to advertise for volunteers locally that consider the principles of our Equality and Human Rights Policy.
- 3.2 The applicant will be interviewed by the Care Services Manager or DPHA Team Leader and if successful, will be required to provide two references.
- 3.3 Volunteers working for DPHA, within our sheltered complexes or DOSCG will undergo Disclosure/PVG checks appropriate to the role they are undertaking. These costs will be paid by DPHA.
- 3.4 The applicant will be issued with a Volunteering Commitment Contract which will include

the request for personal information; help can be given with this if required.

#### **4.0 Induction and Training**

4.1 There will be an induction prepared and delivered by Line Manager or DPHA Team Leader.

4.2 Volunteers will be issued with copies of relevant policies including this Volunteer Policy during their induction.

4.3 Induction training will include aims and objectives of the volunteer's role, and details of training required for their role.

4.4 Six monthly performance review meetings will be carried out by Line Manager or DPHA Team Leader.

#### **5.0 Expenses**

5.1 DPHA values our volunteers and want to ensure that there are no barriers to volunteer involvement. All volunteers will have their travel and other out of pocket expenses reimbursed in line with our Staff Expenses Policy.

#### **6.0 Support**

6.1 All staff will offer support to the volunteers. The Line Manager or DPHA Team Leader will support all volunteers and will hold bi-monthly supervision sessions to discuss any problems or issues that may arise.

#### **7.0 Equality and Human Rights**

7.1 We are committed to promoting an environment of respect, understanding, encouraging diversity, and eliminating discrimination by providing equality of opportunity for all. This is reflected in our Equality and Human Rights Policy.

#### **8.0 Code of Conduct**

8.1 Volunteers will be required to sign and adhere to DPHA Code of Conduct.

8.2 DPHA reserves the right to terminate volunteer contract with immediate effect if the quality of work, attendance or conduct are unsatisfactory.

#### **9.0 Confidentiality**

9.1 Volunteers may have access to confidential information relating to DPHA and its partners, customers, contractors, etc. Volunteers must not disclose or discuss any confidential information with anyone other than for the immediate purpose of their work for us.

#### **10.0 Health and Safety**

10.1 DPHA will take all reasonably practicable steps to ensure the volunteers health, safety and welfare while at work in accordance with DPHA Health and Safety Manual.

### **11.0 Grievance**

11.1 If volunteers have any concerns with regards to DPHA or its representatives, please raise these formally with Care Services Manager or DPHA Team Leaders.

### **12.0 Termination of Contract**

12.1 Volunteers have no minimum notice requirements. However, it would be appreciated if reasonable notice can be given.

12.2 DPHA is also not required to give volunteers notice to terminate their contract, although DPHA will endeavour as much as possible to give appropriate notice.

### **13.0 Volunteer Feedback**

13.1 We provide an opportunity for volunteers to offer feedback on our processes, support and work by completing and exit interview, this will be arranged by Care Services Manager or DPHA Team Leaders.

### **14.0 Making a Complaint**

14.1 Although we are committed to providing high levels of service, we accept that there may be occasions where you may not be satisfied with the service you have received from us. We value all complaints and use this information to help us improve our services. Our Complaints Policy describes our complaints procedure and how to make a complaint.

### **15.0 Data Protection**

15.1 We will treat your personal data in line with our obligations under the current data protection regulations and our Data Protection Policy. Information regarding how your data will be used and the basis for processing your data is provided in our Customer Fair Processing Notice

### **16.0 Policy Review**

16.1 This policy will be reviewed by the Board every 3-years or earlier if required.