

## MBDVH Volunteer Policy

### Contents

What is a volunteer?

- MBDVH Volunteer Policy
- Policy Implementation

Job Descriptions for Key Volunteering Positions In The MBDVH

- Job Descriptions: Group Roles
- Job Descriptions District Roles

Expenses

- Incidental Expenses
- Travel Expenses

Training for Volunteers

- Some DO'S and DON'TS for volunteers

### **So, what is a Volunteer?**

Usually the definition implies that you 'give your time freely for the benefit of others'. The MBDVH is an organisation made up of volunteers who give freely of their time because they are committed to the aims and principles of the organisation and enjoy working with the Community in an informal context.

The MBDVH is made up of many different types of Volunteers some of which are Trustee members, other supporters and others parents or young people wanting to do something to promote the development of the aims and principles of the organisation.

### **Volunteers come to us in various ways but clearly share these common objectives.**

It is increasingly evident in today's world that we need to understand some fundamental principles of volunteering and recognise, value and celebrate our volunteers.

The Volunteering Policy has been developed with this in mind and the additional guidance papers on roles and responsibilities to further develop our work in the Community.

### **Do you recognise any of these as volunteers?**

- Event Leaders and helpers
- Young adults
- Others who fundraise to support our work, locally and nationally.
- Drivers for events and outings
- Retired supporters who help with various projects
- Adults who help with administration and finance in some way.

I am sure you could add to the list, but our challenge is to understand the various contributions being made, to enable others to volunteer within our organisation and to sustain and develop our volunteer base.

Our 2017 Survey told us that there are lots of people who want to volunteer we need to understand why they should come to us and how to enable them to make a positive contribution to our common goals.

## **MBDVH Volunteer Policy**

### **Statement of Values**

The MBDVH is a community resource and movement for children, young people and adults in the 5 Villages Area. It is designed to help develop activity in our society, with the aim of helping to build a close-knit community based on equality, friendship and co-operation. We seek to develop in our volunteers a critical awareness of the importance of Local Community and shall help to develop the knowledge, attitudes, values and skills which are necessary for them to secure their equal participation in

this process, thus enabling them to bring about the changes that they feel are necessary to create a more cohesive and caring Local society.

**The MBDVH recognises the important contribution that volunteers make to our organisation. We believe that we should invest in our volunteers. To this end, we shall provide regular and on-going opportunities to enable volunteers to develop their skills, both to enhance their volunteering work with us and to help them contribute to the 5-Villages community.**

All volunteers in the MBDVH have rights and responsibilities. This will include involvement in a variety of decision-making bodies, the payment of out of pocket expenses where possible, and access to grievance procedures.

### **The Rights of Volunteers**

All MBDVH volunteers are entitled to be treated with dignity and respect, regardless of gender, race, colour, disability, religion, age or sexual orientation.

Volunteers have a right to:

- Accurate information on the organisation and its policies;
- A clear description of the tasks that they expected to undertake, and the skills needed to undertake those tasks effectively;
- Opportunities for self-development, through training and support;
- Have a safe working environment;
- Have agreed, out of pocket expenses reimbursed where possible;
- Negotiate a choice of roles and tasks;
- A named person they can go to for advice, training, support and peer mentoring;

- Protection from exploitation by other volunteers and service users;
- Say 'no' without feeling guilty;
- Have their contribution valued by all sections of the organisation;
- Receive constructive feedback on their contribution;
- Be covered by appropriate insurance;
- A clear understanding of accountability.

### **The Responsibilities of Volunteers**

- To treat everyone associated with the organisation – children, young people and adults - with courtesy and respect;
- To be reliable, particularly with agreed arrangements;
- To co-operate with other volunteers.
- To undertake relevant training when necessary;
- To exchange information and feedback;
- To ask for support when and where it is needed;
- To carry out agreed roles and tasks;
- To respect the confidentiality of users, visitors and the organisation;
- To be reliable and communicate the agreed level of commitment;
- To notify the appropriate person if you are unavailable or unable to fulfil your volunteer duty.
- To be aware of national policies and procedures;
- To follow our Child Protection and Safeguarding policy.

## **Recruitment and Selection of Volunteers**

All prospective volunteers will be:

- Provided with information on the aims and principles of the MBDVH;
- Invited to an informal interview to establish their reasons for wanting to volunteer and the skills and experience they could contribute;
- Offered confirmation when they have been accepted as a volunteer;
- Provided with clear information on what is expected of them and what training and support will be offered to them;
- Offered a trial period of up to 6 months, after which they will be confirmed as an established MBDVH volunteer.
- Confirmed as an established volunteer after a meeting with the volunteer co-ordinator, where the trial period will be reviewed and any issues that have arisen discussed and agreed.

## **References**

- All volunteers are required to undergo a CRB check if working with children on a regular basis;

These references and checks are important in order to give assurance to service users and the general public; they also offer volunteers a degree of credibility and reassure other volunteers, users and parents.

## **Training**

The Committee Volunteer Coordinator will consult with volunteer members about their training needs and will offer volunteers training and support to maintain their interest and role satisfaction.

Volunteer support will be provided through:

- Formal training opportunities;

- Informal advice & information sharing;
- Counselling where needed;
- Having work reviewed from time to time;
- Reviews and discussions at Committee Meetings;
- One to one supervision where needed;
- Peer mentoring;

### **Insurance**

Every Volunteer has Public Liability cover when taking part in agreed MBDVH activities, such as group event activities and social meetings.

Volunteers need to ensure that any vehicle used for transporting children or adults is covered for this purpose.

### **Expenses**

The MBDVH believes that volunteers should be able to claim back reasonable, agreed expenses they incur in the course of their activities. The following benefits can be claimed: miscellaneous expenses – such as telephone calls, postage, printing, and other items if agreed in advance.

All expenses need to be claimed by following MBDVH financial procedures and require original receipts.

### **A Final Note**

Volunteers are important to us. It is important that you as volunteers enjoy your experience as a volunteer and that your needs and expectations are met. If you have questions, concerns or if you are unhappy about anything, please talk with your volunteer co-ordinator. Many problems can be sorted out through discussion.

### **MBDVH Training Policy**

I have read the information in this policy.

Name:.....Date:.....

## **Policy Implementation**

To implement the Volunteer Policy will need to discuss and make plans to ensure they are able to meet the requirements. This will be the responsibility of the Volunteer Coordinator.

### **Example of a standard Job Description For Key Volunteering Positions**

The following is a job description with a concise list of tasks for MBDVH Volunteer Coordinator to function at what is currently considered best practice.

At the present time all volunteering roles in England, Wales and Scotland require a Standard Enclosure by the CRB(S). Some roles may require an Enhanced Disclosure by the CRBS.

**Where contact with children or young people is involved then all volunteers should remember that the safety and well-being of the children attending any MBDVH activity is their prime responsibility.**

#### **Volunteer coordinator**

- Acts as contact number for new volunteers
- Helps recruit and place volunteers
- Develops effective partnerships with individuals and organizations that can support the local volunteering strategy.
- Plans, organizes and co-ordinates the induction of all new volunteers
- Helps volunteers develop the knowledge, skills and competence they need, both to fulfil their roles within the MBDVH and as part of their personal development.
- Gather and record personal information about volunteers, store this information securely and use it only for agreed purposes in line with data protection legislation.
- Provide volunteer support

- If one is not already in place, develop with the Committee, a volunteering strategy.
- Receive complaints and grievances
- Help develop effective partnerships with individuals and organizations that can support MBDVH volunteering strategy.
- Plan organize and co-ordinate the induction of all new volunteers
- Conduct exit interviews
- As and when appropriate, provide information to the statutory child protection agencies.

### **Expenses**

MBDVH financial procedures allow for reasonable expenses to be paid to volunteers. It is good practice to offer to pay all volunteers out of pocket expense for costs incurred whilst volunteering, otherwise some people will be prevented from doing so.

It is always possible for a volunteer to donate back to the organisation and Gift Aid can effectively do this. Clearly, there are financial implications in this policy and each district needs to discuss how they are going to meet these obligations. Volunteers can only be paid actual out of pocket expenses and not fixed amount per sessions or lump sums.

### **TRAINING FOR VOLUNTEERS**

In today's world it is now accepted that training should be available for any given task to enable us to develop our skills and be both safe and competent in what we do.

The MBDVH has a view that training is necessary for its users and volunteers to establish a set way forward for the organisation to ensure that all necessary requirements were met, with respect to government guidelines and legislation. But we also want our users and volunteers to feel confident, skilled and enjoy the experience as well as being enthusiastic. This is especially important when working with children and young people, because as adults we are responsible for them and the activities that we engage in.

There is no difference whether you are a parent, a volunteer or a Trustee, the same rules apply as far as Child Protection and Safeguarding are concerned, behaviour, knowledge and attitude along with policy and procedure is as important as the activity its self and training for this is a minimum expectation.

We aspire to work together co-operatively and safely within our aims and principals to be good role models encourage children and Young People to be, educated and empowered by the organisation's activities, whilst having fun.

To help everyone achieve this we encourage and support external courses in

- 1st Aid
- Electrical Testing (PAT)

### **Some DO'S and DON'TS for volunteers**

DO think about why you want to volunteer.

DON'T start volunteering until you know what is expected of you.

DO ask about the MBDVH and where you will fit in.

DON'T over commit yourself. **Reliability is vital.**

DO make sure you know to whom you are responsible to and to whom you can go for help and advice. **Communication is vital.**

DON'T leave because you are fed-up, having problems. Discuss how you feel with others in MBDVH.

DO accept volunteer expenses. You can always give them back as a donation to the MBDVH if you do not need reimbursing.

DON'T ever accept money as payment from someone you have helped in the course of volunteering. Explain to them that they can make a donation to the MBDVH if they so wish.

DO keep any arrangements you have made. If you cannot make a meeting, or you are going to be late, let others know in plenty of time.

DON'T betray any confidences entrusted to you as a volunteer.

DO enjoy yourself and encourage others who may be interested in volunteering with the MBDVH.

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