



**Clackmannanshire
Council**

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Comhairle Siorrachd
Chlach Mhanann

VOLUNTEERING POLICY

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Author:	Dawn Goodwin
Owner:	Stephen Coulter
Approver:	Chris Alliston
Approved by and Date:	
Contact:	Dawn Goodwin (Ext 2617)

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1.0 VOLUNTEERING POLICY

1.1 The purpose of this policy is to clarify and simplify the approach to involving volunteers in the work of the Council and to clearly set out the procedures and guidance required in achieving best practice.

1.2 It is designed to make volunteering a simple and transparent process for those wishing to enter into any volunteering agreement through sensible application of the policy and its guidelines.

1.3 This Policy should be used by Managers who are taking on volunteers. In addition to this, a Volunteer Application Form, Agreement letter, and Medical Declaration have also been developed. The Volunteer Agreement letter (Appendix 2) will provide details about the voluntary activity to be undertaken, rights and responsibilities and commitment required by both the Council and volunteer.

2.0 POLICY STATEMENT

2.1 The Council supports and promotes volunteering within the work of all departments. Volunteers are valued as a key community resource in helping to strengthen citizenship involvement and in turn, improve the quality of life for everyone in Clackmannanshire.

3.0 AIMS

3.1 The overall aim of the Volunteering Policy is to develop and promote best practice in the involvement and support of volunteers in the work of the Council. This policy statement aims to:

- encourage the development of volunteering in all areas of the Council
- recognise and promote the importance of volunteering to the work of the Council
- ensure support, training and supervision for Council volunteers
- identify the standards to which Council staff and volunteers are expected to adhere
- provide guidance and best practice to Council staff in working with volunteers and ensure the application of the Council's Equal Opportunities *Policy* to volunteering
- ensure that volunteering with the Council is an enjoyable and rewarding experience

3.2 This policy applies to volunteers who help the Council by supporting the work of Council staff in delivery of its services. It does not apply to the following: services delivered by agents of the council, including contractors, service delivery organisations and, community groups co-ordinated in an emergency, nor to work experience, apprenticeships and student placements, where separate arrangements will apply.

3.3 A volunteer is not an employee of Clackmannanshire Council and there is no binding contractual relationship between volunteers and the Council. The involvement of volunteers should complement and supplement the work of paid staff. They will be unpaid.

4.0 PRINCIPLES

The Council:

- recognises that volunteers have a positive contribution to make in supporting activities in a number of areas. Voluntary work can also be beneficial to an individual's personal and professional development giving them the opportunity to develop skills and gain experience.
- recognises that voluntary work brings benefits to volunteers themselves, to service users and to employees
- will ensure that volunteers in the Council are properly inducted into the Council and that appropriate mechanisms are in place for them to contribute to the work of the Council
- acknowledges that volunteers supplement the role of paid Council employees in delivering Council services. Managers will not replace Council staff with volunteers.
- acknowledges the need to identify and make appropriate resources available to support volunteers working in the Council
- recognises that volunteers require satisfying work and personal development and will seek to help volunteers meet these needs, as well as providing induction and on job training for them to do their work effectively as set within the objectives of the Council and its services
- will only reimburse expenses incurred by volunteers who abide by the Council's expenses claims process
- recognises that the management of volunteers requires designated responsibilities within specific posts
- is committed to offering the opportunity to enhance existing life skills and to develop new ones through volunteering

5.0 SCOPE OF THE POLICY

5.1 The volunteering policy applies to all Council staff; Volunteers and Elected Members. It doesn't apply to Parent Council members who are dealt with under separate arrangements.

5.2 At the time of writing this policy separate work is being done by a policy group established by the Scottish Government to develop consistent practice throughout Scotland for dealing with Parent Volunteers. Advice should be sought from HR Business Partners on the current situation.

5.2 The rights of volunteers:

- to know what is expected of them
- to have clearly specified lines of support and supervision
- to be shown appreciation
- to have safe working conditions
- to be insured
- to know what their rights and responsibilities are if something goes wrong
- to have access to appropriate training
- to experience personal development through participation
- to confidentiality
- not to be bullied in any way
- not to experience discrimination

5.3 Volunteers are expected to:

- carry out their tasks in a way that corresponds to the aims, values and policies of the Council
- operate within agreed guidelines and remits relating to their task
- follow health and safety regulations and instructions
- adhere to the Council's policies and procedures
- respect confidentiality and adhere to any policies and procedures associated with information sharing protocols that the Council may have entered into
- attend training and support sessions where required
- be reliable
- be honest

5.4 Promotion, placement and selection

5.4.1 All volunteers should be provided with a volunteer agreement letter and information sheet/role description which will provide details of the voluntary work they will be doing and their rights and responsibilities as volunteers. See Appendix 2

5.4.2 All volunteers should be provided with an ID badge, particularly if they are dealing with the public. The ID badge should clearly state that they are a volunteer.

- Volunteering with the Council should be promoted widely, to make it accessible to all sections of the community
- Individual volunteering opportunities should be publicised as appropriate and should draw attention to the benefits and experience to be gained from participation in volunteering
- Volunteering opportunities may be advertised through appropriate avenues such as the myjobscotland portal
- Advertisements will state clearly if the volunteer post requires a *disclosure check*/PVG Scheme membership and what level is required. If there are costs incurred in this, the Service taking on the volunteer will meet these.
- The Service the volunteer is applying to will respond to prospective volunteers within 10 days of receipt of any application.
- Volunteering opportunities will, as far as possible, be open and accessible to all sections of the community
- The Service will respond as quickly as possible to enquiries from potential volunteers
- Placements will match the volunteer's availability, skills, talents and interests with the Council's needs
- Where appropriate (not applicable for one off or occasional volunteering, unless thought necessary) prospective volunteers should go through a selection process which may include an application (not necessarily written), a selection interview, references taken where appropriate and a written notification of the outcome
- Where the volunteers are asked to complete the Volunteer Application form ([see Appendix 1](#)) this should be held on file with any other relevant information by the Service the volunteer will be working with.
- References – where taken up should be satisfactory and obtained from people who can comment on the individual's experience and competence for the voluntary work they will be doing, prior to them starting.
- Disclosure Scotland - where appropriate, the volunteer will comply with the requirements for Disclosure Scotland checks
- The Volunteers Risk Assessment form which has been developed for use in schools should be used to determine whether or not PVG membership is necessary ([see Appendix 2](#))
- Volunteers will not be permitted to start until all the necessary checks are complete

5.4.3 Remit - a basic remit/role description should be drawn up and given to the volunteer by the Service they are going to be working with.

5.4.4 Volunteers will not be required to sign Volunteer Agreements, as this might appear to create a contract, suggesting worker or employee status. They should however be issued with an Agreement ([see Appendix 3](#)). If Managers require any assistance they should contact the appropriate Service HR Business Partner

6.0 Induction and training

- The Council will offer all volunteers suitable and adequate induction training within an agreed timescale
- The Council will provide a review session to assess the progress of the placement and to resolve any problems at an early stage
- Council volunteers will have access to relevant training opportunities and are encouraged to participate in a programme of personal and skills development training as provided by the Council to its staff, where appropriate
- Council employees with responsibility for the placement and support of volunteers will be provided with training in the management of volunteers

7.0 Support and supervision

- Each volunteer will have a named Council representative. That representative will be responsible for the supervision of the volunteer as well as to provide information, encouragement and support on a regular basis. Any issues or problems should be discussed between the named contact and the volunteer
- The Council will provide, within the available resources, financial, personnel and other resources for the adequate management of volunteers
- The content of the supervision should be educational, supportive and on a task management basis

8.0 Insurance

- All appointed volunteers will be covered by the Council's public liability insurance when working on agreed tasks and in approved premises
- Volunteers will be given information on other legislation or policies as is relevant

9.0 Expenses

- Volunteer expenses should be funded by whichever departmental budget the volunteer is working with
- The Council will re-imburse volunteers for approved out of pocket expenses (this does not include lunch).

10.0 Health and safety

- Council employees should be aware that their legal responsibilities and obligations under health and safety legislation extend to volunteers
- Volunteers will receive a basic health and safety briefing as part of their induction, which should include emergency procedures, machinery

operation, and use of hazardous materials and manual handling techniques where appropriate

- Tasks undertaken by volunteers should be subject to risk assessment and appropriate safe systems of work put into operation
- Volunteers have personal responsibility for following health and safety regulations and instructions and to comply with Working Time Regulations

11.0 Equal opportunities

- The Council's volunteering policy will adhere to the Council's Equal Opportunities Policies
- The Council will ensure that employees at all levels are clear about the role of volunteers, and that good relationships are fostered between employees and volunteers

12.0 Confidentiality

- Volunteers should not normally have access to information maintained on Council systems.
- Volunteers should regard all information they are given as a result of their volunteering as being confidential unless advised otherwise
- No information should be released to a third party without first seeking the agreement of their supervisor where an information sharing protocol has been entered into by the Council
- Volunteers should not disclose personal details (home address, telephone number etc) to clients but should use their business address when an address has to be given
- The Council will fulfil its duty to safeguard the information contained within application forms and records
- Volunteers have the right to access their own records, including personal training records and application forms which can be arranged by giving the Service contact they are working with 24 hours notice

13.0 Absence

- Volunteers are asked to inform their supervisors if they will not be available due to illness, holidays or for any other reason
- The Council respects that there may be occasions when volunteers may wish to take a break for a period of time and are asked to give as much notice as possible

14.0 Conclusion

- All volunteer placements are subject to regular review, looking at the quality of the experience
- Volunteers with the Council will have the right to request a reference
- Volunteers will be supported to move onto other options

A copy of the volunteer letter and agreement should be retained on file and a record of all volunteers held within each area/Service.

15.0 Processing Personal Data

15.1 The Council processes personal data collected as part of their Procedures, in accordance with its Data Protection Policy. In particular, data collected as part of this process is held securely and accessed by, and disclosed to individuals only for the purposes necessary to action and manage this policy.

16.0 Monitoring and Review

16.1 HR shall monitor the effectiveness of this guidance on an ongoing basis. Amendments will be made as and when deemed necessary and, where appropriate, after consultation with recognised trade unions.

Associated Documents

Appendix 1 - [Volunteer Application Form](#)

Appendix 2 - [Volunteer Risk Assessment form](#)

Appendix 3 - [Volunteer Agreement](#)

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