

VOLUNTEER POLICY & PROCEDURE

POLICY - SCOPE & PURPOSE

Friends for Leisure is committed to the delivery of an anti-discriminatory service. (Please see E1.1 Equality and Diversity Policy)

The trustees of Friends for Leisure value the work of volunteers and want to offer as much help, support and encouragement to them as possible. We ask a lot from volunteers, but in return we hope that they will learn new skills, make new friends and have fun.

All volunteers can expect to:

- Have a clear volunteer role description
- Receive training and regular support
- Meet lots of new people and make new friends
- Be encouraged to look at what they are personally gaining from their volunteering experience
- Receive full payment of relevant expenses
- Wherever possible receive a reference from FFL
- Help to make a real difference to someone else's life

The Volunteer procedure gives guidance to staff and volunteers relating to the recruitment, training and mentoring of volunteers.

The manager and volunteer co-ordinator will have responsibility for reviewing and updating the procedure.

The designated trustee for this policy is David Broadhurst.

VOLUNTEER PROCEDURE

The FFL volunteer co-ordinator will be responsible for carrying out this procedure.

- All volunteers must be interviewed, provide two references (V 3.0) and have a DBS disclosure (if relevant to role).
- Within three working days of receipt of the application, volunteers will normally be contacted to acknowledge receipt of the application and proceed with the next steps of the application process.
- Volunteers under 18 must have the consent of their parents to volunteer; parents should sign the consent form.
- Volunteers will be required to attend an induction before they can start volunteering.
- All volunteers will be invited and encouraged to attend training, and training records for volunteers will be kept on the database.
- Volunteer files will be kept up to date and all contact written up. Volunteers will be informed of their right to access their files.
- Volunteers will be provided with a handbook that they can use for reference. Volunteers will be made aware of the policies and procedures, and receive a disk with relevant policies and procedures.
- Volunteers will be given instructions for claiming expenses and providing feedback. It is vital that volunteers understand that Friends for Leisure requires feedback of all contact with young people
- When volunteers leave Friends for Leisure, they will be given a formal thank you and a certificate will be issued to the volunteer. An exit questionnaire will also be sent.
- To support the volunteer, they will have regular reviews to find out whether the volunteer is happy in their role, identify any training needs and address any queries that they have.
- Volunteers are asked to give reasonable notice of their intention to cease volunteering.
- Young people, who have previously been registered with Friends for Leisure, must be independent from the service for three years before applying to become a Friends for Leisure volunteer.

Volunteer Recruitment, Interview & Link Process

