



VOLUNTEER POLICY

DPVC recognises that volunteers are a valuable resource whose contribution to the community is immense. They bring a wide diversity of skills and experience and their contribution is greatly appreciated and respected. Without their contribution DPVC could not exist. This policy sets out the principles which underpin the work of volunteers and how they will be supported.

1. Principles

Dinas Powys Voluntary Concern:

- * recognises that volunteers give their time freely and accepts that the use of that time should be carefully considered and agreed with individual volunteers;
- * acknowledges the need for the specific roles of each volunteer to be clearly explained and agreed;
- * whenever possible will allocate work to volunteers which is satisfying, worthwhile and matches their skills and interests;
- * will provide induction, information and support and encourage training where such is necessary and appropriate to the volunteer's role;
- * will ensure that volunteers are aware of its policies and working procedures and work within them;
- * operates within an 'equal opportunities policy' and is fully committed to equal opportunities in relation to the recruitment, appointment and involvement of volunteers in its activities;
- * acknowledges that volunteers have the right to express their views within the organisational structure and will provide opportunities for this to happen;
- * will ensure that volunteers work together in an environment which promotes mutual respect and courtesy.

2. Working Practices.

RECRUITMENT

Taking account of its 'Equal Opportunities Policy' DPVC will strive to recruit and appoint volunteers who match the needs of its clients. Selection will be based on the skills and interests of those seeking to volunteer, the current needs of people using its services and the identified needs of the Dinas Powys community.



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INDUCTION

Volunteers will receive an appropriate induction which will include information on the background, objects and organisational framework of DPVC. The induction period will provide opportunity - when appropriate - for a volunteer to 'shadow' another volunteer or the Coordinator in work situations which reflect their interests. Opportunities for volunteers to, develop their knowledge and skills by engaging in training will be provided in line with individual needs and wishes.

SUPPORT AND SUPERVISION

The DPVC Coordinator or other named person will provide support and oversee the role of individual volunteers. The role will include providing 'feedback' on the volunteer's work, discussing future work and dealing with any issues which arise.

ACCREDITATION

DPVC will arrange for the work of each volunteer who requests it to be formally accredited and recorded.

HEALTH AND SAFETY

All volunteers will be provided with a copy of DPVC's Health and Safety Policy' as part of their induction and given ongoing information (and training where appropriate) about related procedures. Volunteers are expected to take every precaution to ensure their own health and safety, that of any other volunteer and that of the clients of DPVC while they are working with them.

CONFIDENTIALITY

Volunteers may gain information in their various roles about DPVC clients, about fellow volunteers or about DPVC itself which is of a confidential nature. DPVC needs to be able to trust its volunteers and will require each to sign a 'confidentiality statement' and adhere to its principles. Where a volunteer suspects that there may be mistreatment of a client - or of another volunteer - it is incumbent on that volunteer to raise the issue with the Coordinator, the DPVC Chairman or their named supervisor who, after taking appropriate advice, will decide what needs to be done.

INSURANCE

All volunteers are covered by DPVC's insurance policy while they are engaged in approved work.



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EXPENSES

Volunteers may claim repayment of out-of-pocket expenses for travel and other approved expenditure incurred while carrying out their volunteering roles. Receipts are required to support claims.

EQUAL OPPORTUNITIES

All volunteers are required to make a commitment to equal opportunities as set out in DPVC's 'Equal Opportunities Policy' and will be supported in its practice.

EXPRESSING VIEWS

Volunteers will be given opportunities to express their views about issues relating to DPVC and its work. Issues and concerns should be referred to the Coordinator or named supervisor in the first instance. DPVC aims to identify and resolve problems as soon as possible utilising the process set out in its 'Complaints Procedures'.