



## Volunteer Policy

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Updated                      September 2019

Review date                September 2021

Responsible person: W Benson

Signed:

Date

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## **Policy Statement**

Volunteers have always and will continue to be central to the running of Kids Kabin. The work of volunteers will be that of a supportive, complementary nature alongside paid staff. Kids Kabin volunteers can expect fair and equal treatment, ongoing support, supervision and training to enhance their volunteering activities and widen the range of opportunities available to them.

## **Recruitment**

1. We will use appropriate means to advertise for volunteers locally. This will take into account the principles of our Equal Opportunities Policy.
2. The applicant will have to complete an application form, but help can be given with this if necessary.
3. The applicant will be given a tour of Kids Kabin and interviewed by the Project Manager or an appointed deputy (i.e. a project development worker); if this is successful, references will be taken up.
4. A letter confirming whether or not the candidate has been successful will be sent shortly after the interview. Any offer of volunteering will be subject to the receipt of satisfactory references.

An enhanced criminal records check with the Disclosure and Barring Service (DBS) will be made for all volunteers. If the volunteer already has a valid DBS certificate they will be asked to bring this in when attending an induction session, along with proof of identification. If the volunteer does not have a valid DBS Certificate, then they will be asked to bring in the necessary identification documents.

## **Induction, Training, Support and Supervision**

The action items on the volunteer induction checklist will be followed to ensure that all volunteers receive a comprehensive induction and ongoing support.

An outline of the procedure is described below. This training will be delivered by a variety of people, including staff, volunteers and the manager. A detailed timetable will be produced for each volunteer by a designated person

This will include:-

- An outline of Kids Kabin aims and objectives
- A brief history and future plans of Kids Kabin
- The services provided
- The role of the volunteer and expected practice.
- The relevant policies and procedures used by Kids Kabin
- A tour of the building and an introduction to facilities and equipment
- Induction training and details of ongoing activity training
- DBS Form completion
- An introduction to supervision and support for volunteers

## **Training Sessions**

Kids Kabin hopes to ensure that the highest possible level of service is provided, through training activities designed to equip volunteers with essential skills, knowledge and attitudes.

The activity training sessions will be both practical and procedural. They will be delivered by the project development workers and experienced volunteers.

Volunteers will also complete training in safeguarding and food hygiene. Training in both will be given before the volunteers lead on any activities.

### **Ongoing Training**

Further training opportunities will take a variety of formats, e.g. in-house training, when tasks are specific to Kids Kabin, or training with outside agencies for more generic skills. The trainers might be people from within Kids Kabin, or might be invited in from outside agencies to provide courses or give talks.

### **Information Updates**

We will provide information updates for volunteers; for example this may include information about successful project funding, trips and outings and amendments to Kids Kabin's policies and procedures. These will usually be emailed.

### **Supervision**

Supervision will be a part of the ongoing support structure provided by Kids Kabin. Effective supervision will enable Kids Kabin to provide any support that the volunteer needs in order to fulfil his/her role while allowing Kids Kabin to monitor the volunteer's performance. Supervision sessions will take place as follows:

- All volunteers will receive supervision every week for the first month
- Subsequent supervision sessions will take place on a monthly basis.
- This supervision will be based on the role description and objectives will be set and reviewed at the next supervision session and continue on an ongoing basis.
- A volunteer supervision form will be used to record each supervision session and the date of each session will be recorded on the volunteer checklist.

### **Satellite areas**

- Volunteers recruited to support activities at each of the satellite areas will follow the recruitment procedure outlined above.
- The satellite volunteers will be supervised by the satellite leads.
- Expenses incurred in each satellite area should be reimbursed by the satellite leads for each area.

### **Insurance**

The organisation has a valid insurance policy that covers Volunteers.

## **Expenses**

We value our volunteers and want to ensure that there are no barriers to their involvement. All out-of-pocket expenses, if required, will be reimbursed. In order to claim expenses, a petty cash voucher must be completed giving details of the expenditure incurred ie at a satellite centre or the KK hub and receipts must be attached to the voucher. The voucher may be given to either the manager or the administrator for reimbursement.

## **Confidentiality**

Volunteers will treat personal information relating to staff, volunteers, young people and families in confidence in line with Kids Kabin's confidentiality and information policies.

## **Resolving Problems**

The relationship between the organisation and its volunteers is entirely voluntary and does not imply any contract. However, it is important that the organisation is able to maintain its agreed standards of service to the clients who use it, and it is also important that volunteers should enjoy making their contribution to this service.

If a volunteer's role does not meet with the organisation's standards, the following action will be taken:-

1. The manager will meet with the volunteer and explain the concerns.
2. If standards are still not met then the manager may have to terminate the volunteer placement.

At all times in this process a volunteer will be able to freely state their case and can be accompanied by another person at the meetings.

If you are dissatisfied with any aspect of your experience at Kids Kabin you should ask for a copy of the Complaints Policy and follow the procedures outlined.:-

1. In all cases, the decision made by the Board member; after consultation with the wider Board, will be final. All parties concerned will be informed of the decision.

At all times in this process a volunteer will be able to freely state their case and can be accompanied by another person at the meetings. All information discussed will be kept confidential.

## **Exit Interviews and Evaluation**

When a volunteer leaves Kids Kabin because his/her work is completed or for some other reason, we try to organise an informal exit interview. (Appendix A)

Appendix A

**Kids Kabin** - Staff and volunteer exit interview

Name: \_\_\_\_\_

What were your highlights of working at Kids Kabin?

What were your lowlights of working at Kids Kabin?

What would you change/improve about Kids Kabin?

What advice would you give a new member of staff/volunteer?

Do you have any other comments?

Completion Checklist

	Y/N/Comment
Continue pension payments	
Keys and fob returned to the Administrator	
Hoodie returned	
Confidential/personal information returned/filed	
Ongoing association – N.B. New arrangements to be made and formal application process followed	

Signed (employee) \_\_\_\_\_  
\_\_\_\_\_

Date

Signed (employer) \_\_\_\_\_  
\_\_\_\_\_

Date

