



**Young Bristol**  
Works for young people

# **YOUNG BRISTOL VOLUNTEER POLICY**

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The policy has been endorsed by Young Bristol's Senior Management Team (SMT) and will be regularly reviewed to ensure it remains current and up to date.

## **Purpose of this policy**

The Volunteer Policy identifies and sets out the principles by which Young Bristol works with volunteers, the benefits it gains from its volunteers and benefits that volunteers expect to gain. This policy sets out the minimum standards for recruitment, induction and appointment of volunteers to ensure that both volunteer and Young Bristol expectations are met. It provides for fair and equal treatment of its volunteers.

## **Who the policy applies to**

The policy is for staff that work with, and provide support to, volunteers within Young Bristol. It is useful for organisations and individuals with whom Young Bristol has partnership relationships. The policy will be provided to all Trust volunteers.

## **Who are Young Bristol's volunteers?**

A Young Bristol volunteer is someone who freely chooses to give their time to undertake tasks and activities to help Young Bristol achieve its aims, without payment or the expectation of payment. The arrangement is voluntary on both sides. Either party can bring this to an end.

## **Broadly, Young Bristol recognises five main types of volunteer:**

- i) Programme - those involved in Young Bristol managed programme delivery and related face-to-face work with young people.
- ii) Office - those involved in office based work supporting the work of Young Bristol.
- iii) Young Ambassadors – those involved in representing Young Bristol through a wide range of opportunities, acting as role models and inspiring others through their personal experience of The Trust. This is a supported volunteer role for young people who have successfully completed a Young Bristol programme and are now in a positive outcome.
- iv) Sharing skills and experience e.g marketing, fundraising.
- v) Fundraising - those who give their time to deliver a specific activity to an agreed fundraising target or level of expectation. Any individual fundraising outside of these parameters is a “third party” supporter with no obligations to Young Bristol and are outside of volunteering. A ‘participant’ who takes part in a Young Bristol event, an ad hoc volunteering day or a Challenge event such as a marathon are also outside of volunteering.

## **In addition to these roles, Young Bristol is supported by work placements and corporate volunteers. Young Bristol seeks and values the following attributes that volunteers bring:**

- a genuine interest in helping young people
- a non-judgemental attitude
- a willingness to listen
- understanding, commitment and reliability

Volunteers should adhere to Young Bristol's values of helping young people to be healthy, confident, responsible, resilient and successful. Young Bristol is not able to accept applications from those who are not willing to commit to Young Bristol's aims and objectives or from those that Young Bristol considers to be unsuitable for the role.

### **Equality and Diversity**

Young Bristol is committed to building a diverse organisation that is responsive to the needs of young people and our stakeholders.

Young Bristol is also committed to equal opportunities at all stages of recruitment and selection. Short-listing, interviewing and selection of volunteers should always be carried out without regard to protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex; and sexual orientation.

### **The value and benefits that volunteers bring to Young Bristol**

Young Bristol recognises that volunteers are an enormous resource in helping to meet its aims. They bring a wealth of expertise, knowledge, experience and skills to Young Bristol. Specifically, volunteers:

- Allow us to build our capacity
- Help support our sustainability
- Support face-to-face work with young people
- Enrich the quality of programme delivery
- Provide a unique and different relationship with young people that cannot be provided by paid staff
- Provide contacts and networking opportunities that help promote and raise the profile of Young Bristol
- Offer specialist knowledge in a variety of areas
- Provide an interface between Young Bristol, the local community, funders, referrers and other partners upon whom Young Bristol relies

### **The benefits to a volunteer of supporting Young Bristol**

Supporting Young Bristol provides volunteers with:

- The ability to make a difference to the lives of individual young people, and thereby making a contribution to society as a whole
- An opportunity to be part of a well-established, well-respected local charity
- Personal development opportunities and experiences
- Networking opportunities and interaction with other volunteers, supporters and Young Bristol staff

## **The Young Bristol principles of working with volunteers**

Young Bristol has a number of defined principles and processes relating to a range of areas and aspects that underpin volunteer involvement in its activities. These are outlined below. The principles will ensure fair and equal treatment of all volunteers. Resource materials are provided centrally to give advice, support and guidance on all such issues, and assist in delivery. These will also be aimed at staff managing volunteers as well as volunteers themselves.

### **A. Safeguarding young people at Young Bristol**

Young Bristol's Safeguarding Children Policy gives clear procedures on responding to concerns regarding the safeguarding and protection of children and young people. Combined with the associated procedures, and guidance, the policy provides a structure for staff and volunteers that may come across concerns of this nature within the context of their work.

All volunteers should read this policy found at [www.youngbristol.com](http://www.youngbristol.com) in the 'Governance and Policies' section of the website.

### **B. Recruitment and appointment of new volunteers**

Young Bristol requires the use of an 'Expression of interest' form to collect information on all prospective volunteers. Additionally, all volunteers will be formally interviewed to provide relevant information and explore their aspirations and the experience they can bring to Young Bristol. It is important for all involved to appreciate that the interview is not a competitive process, and the sole selection criteria is suitability for the role. Written references will be required and taken up to help confirm suitability for volunteering and for specific roles.

A DBS check is required for volunteers undertaking 'regulated activity'. Having a criminal record will not necessarily bar someone from volunteering with us. This will depend on the nature of the position and the circumstances and background of their offence. Young Bristol also asks all new volunteers to complete self-declaration questions which are included within the application form.

### **C. Training**

Volunteers will have a set of skills, knowledge and attitudes gained from their education, work, previous volunteering, and life experiences. However, to ensure that volunteers are appropriately equipped for their role each volunteer must undergo the appropriate induction and training process prior to appointment

### **D. Appointment**

Only when the selection process, background checks and training have been completed fully, and it is agreed that the person is suitable for the role, can a volunteer be appointed.

All volunteers must read Young Bristol's 'Volunteer Statement of Expectation' which outlines what is expected from the volunteer and what they can expect from Young Bristol. In commencing their role the volunteer commits to the aims, values and key policies of Young Bristol. They also commit to delivering the key tasks outlined in the relevant role description.

This Statement of Expectation is binding in honour only and there is no intention to create a contract of employment between The Trust and volunteers.

When appointed, all volunteers must have a named contact at Young Bristol. The named contact is responsible for guiding and supporting the volunteer in their role and should be available to discuss

any aspect of the volunteer's role. A volunteer must be informed in writing (letter or email) if their Young Bristol contact changes.

#### **E. Management and support of volunteers**

Each volunteer will be provided with relevant management and support. This will include regular, appropriate and mutually agreed contact. As a minimum, volunteers will be offered an annual review, which offers the opportunity to discuss their role, share feedback and identify individual development and support needs.

Young Bristol will also provide appropriate recognition and occasions to celebrate volunteers and their work, on an individual and group basis, according to specific role(s), commitment and length of service. Young Bristol also promotes National Volunteers' Week each year (usually taking place in June).

Young Bristol has a procedure to help resolve any type of problems that arise, and will be carried out by an appropriate person to ensure fair and equitable treatment of volunteers.

Volunteers cannot commit Young Bristol to expenditure, e.g. events, contracts, expenses (other than those incurred in the course of their work for the Trust).

#### **F. Health and Safety**

Young Bristol will ensure that all volunteers are provided with the appropriate information, supervision and training required to enable them to complete voluntary work safely. This includes providing suitable systems and procedures and guidance as outlined in The Health and Safety Policy.

Volunteers must take reasonable care of themselves and others while volunteering for Young Bristol, and follow any health and safety advice and instruction given for their role. Volunteers should co-operate with Young Bristol on health and safety matters, and immediately report accidents/incidents (including near misses – accidents/incidents that may have led to injury). Volunteers should not intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare.

Young Bristol has a duty of care to volunteers to ensure they are supported in their role, as well as our young people. If a volunteer finds themselves in a situation which is a threat to personal safety, their first point of contact should be one of the named Young Bristol staff on their Statement of Expectation. This also details the steps to follow if the named contact is unavailable (this procedure is also covered during volunteer induction training)

#### **G. Expenses**

Young Bristol endeavours to reimburse volunteers reasonable out-of-pocket expenses, however the decision to reimburse expenses is made at Young Bristol's discretion, based on their assessment of the requirements of Young Bristol, the available budget and the volunteer's own needs. Volunteers' expenses will be paid in accordance with Young Bristol's Expenses Policy

#### **H. Insurance**

Young Bristol provides Employers Liability, Public Liability and Professional Indemnity cover for all volunteers whilst working on Young Bristol activities. Young Bristol does not provide motor insurance cover.

All volunteers that hold Business Class motor insurance will be automatically covered for their work on behalf of Young Bristol. However, if their insurance is limited to social and domestic use then they will have to discuss their role as a Young Bristol volunteer with their insurance company to ensure that they are fully covered. Volunteers will be asked to sign the relevant section on the Expenses form to confirm that they have agreed their driving on Young Bristol business with their insurers before we can reimburse mileage costs.

#### **I. Confidentiality, copyright and data protection issues**

All volunteers are required to comply with Young Bristol's Confidentiality Policy with regard to their dealings with young people, and to keep confidential any Young Bristol information they become aware of through their volunteering that is not in the public domain. Office volunteers will be asked to sign an agreement to this effect as the role will require access to Young Bristol records and email.

Volunteers are required to assign copyright to Young Bristol of any work produced as a part of their volunteering role or activity.

Young Bristol, in complying with The General Data Protection Regulation 2018, will treat in confidence the information it holds about volunteers. The information will be held while there is a legitimate business purpose for doing so. Volunteers have the right to request to see all the information held about them by Young Bristol.

Volunteer information, such as application forms, references and any reports regarding conduct concerns, will be stored in a safe and secure (encrypted) location.

#### **J. Leaving Young Bristol**

Volunteers are free to cease volunteering with Young Bristol at any time, although, wherever possible, an agreed period leading up to this point would be helpful in order to give Young Bristol time to make any alternative arrangements required. It is possible that there may also be times when Young Bristol will ask a volunteer to cease volunteering for various reasons. Wherever possible we will offer the volunteer the opportunity to feedback before leaving their role, and ensure they are appropriately thanked for their support.

#### **K. Volunteer Feedback**

We provide a range of opportunities for volunteers to offer feedback on our processes, support and work. Should a volunteer wish to make a complaint, they are invited to put their complaint in writing and this will be given to the relevant member of Young Bristol and responded to within 14 days.

**Signed:**  Lee Williams, Chief Executive

**Date:** 1<sup>st</sup> July 2020