



Volunteer Policy

1 Introduction

- 1.1 Pillar Kincardine provides support and opportunities for social contacts to adults living with, or recovering from, mental health difficulties of whatever kind in the Kincardine & Mearns area of South Aberdeenshire. In Pillar Kincardine, volunteers are a major resource and make a vital contribution to the organisation.
- 1.2 In Pillar Kincardine a volunteer is understood to be a person who does voluntary work on our behalf. This work is undertaken by choice and it is unpaid. Pillar Kincardine undertakes to organise it effectively.
- 1.3 In Pillar Kincardine volunteers serve on the Board of Directors and/or help with the delivery of front line services. Volunteering opportunities complement rather than replace the work of paid staff.
- 1.4 Pillar Kincardine believes that its relationship with volunteers is one of mutual responsibility and commitment, within which both parties have rights and responsibilities. We intend that volunteers should enjoy their involvement with us and gain from it in terms of their own personal objectives.

2 Rights and Responsibilities:

- 2.1 In engaging volunteers, we recognise their right to:
 - Know what their rights and responsibilities are
 - Know what is expected of them
 - Be given clear information at their induction
 - Be consulted on decisions that will affect what they do
 - Experience personal development through their participation as volunteers
 - Have clearly specified lines of support and supervision
 - Be trained and receive ongoing opportunities for learning and development
 - Be free from discrimination
 - Be afforded respect, confidentiality and privacy
 - Be shown appreciation
 - Have safe working conditions
 - Be insured against public liability
 - Be paid out-of-pocket expenses
 - Have normal holidays and breaks
 - Ask for a reference
 - Withdraw from voluntary work with us

2.2 In return, we expect volunteers to:

- Complete a standard application form
- Provide references and undergo appropriate disclosure checks
- Respect the aims and values of Pillar Kincardine
- Work within agreed guidelines and remits
- Respect other volunteers, service users and staff
- Respect confidentiality (please refer to Pillar Kincardine Confidentiality Policy)
- Be non-discriminatory in their dealings with others
- Carry out their tasks with due regard to the health and safety of others
- Attend training and support sessions where appropriate

3 Recruitment and Selection

When recruiting and selecting volunteers Pillar Kincardine will:

- Adhere to its equal opportunities statement
- Ensure that all volunteering opportunities are widely accessible and promoted appropriately
- Obtain references and carry out disclosure checks in accordance with our Protecting Vulnerable Adults Policy
- Provide written task descriptions outlining time commitment, necessary skills and actual duties (volunteers will be provided with a job description)
- Place volunteers in a way which matches their skills, talents and interests with the work to be carried out within a rota system
- Deal with volunteer applications as quickly as possible
- Regularly review the way in which potential volunteers can make contact with us

4 Support for Volunteers

4.1 Pillar Kincardine will invest significant financial and staff resources for the management of volunteers. We will provide:

- An induction period and a review session for volunteers to assess the progress of their placements and to resolve any problems at an early stage
- Appropriate access to support and supervision on a regular basis, with a named support worker and an emergency contact
- Equal access to appropriate training to enable volunteers to develop their capabilities and personal competence appropriate to their volunteering role
- Opportunities for changing and/or upgrading volunteer responsibilities as desired by the volunteer and appropriate to Pillar Kincardine's needs
- Encouragement to provide mutual support within the bounds of confidentiality
- Funding for the payment of volunteer's expenses and clear information about what expenses can be claimed and how to make a claim
- Information on legislation and policies that may affect volunteers e.g. Health and Safety, Data Protection, etc. For public liability purposes volunteers will be insured and treated in the same way as paid staff
- Clear information about our complaints, grievance and disciplinary procedures. These will apply to volunteers in the same way as to paid staff

4.2 To support volunteer members of the Board of Directors. Pillar Kincardine will provide:

- An induction on the role and responsibilities of Board Members and the work of the organisation
- Opportunities to meet with staff members as appropriate
- Written information and reports in good time as matters related to the governance of Pillar Kincardine, its memorandum and Articles of Association and other relevant areas of legislation

5 Relationship with Paid Staff

Steps will be taken to ensure that paid staff at all levels are clear about the role and rights of volunteers and that good working relationships are fostered between paid staff and volunteers:

- Appropriate training, support and resources will be provided for all those who work alongside volunteers and for those who have a managerial role in relation to volunteers
- Volunteers will also be given clear information about the roles undertaken by paid staff and their value to Pillar Kincardine
- Volunteers will not be engaged in times of industrial dispute to do the work of paid staff. They may continue with their regular work, but will not be asked to undertake additional duties
- Volunteers on the Board of Directors will be expected to observe fair standards and treatment of paid staff in respect of conditions of employment, health and safety, and equal opportunities

6 Contracts and Service Agreements

In entering into contracts or service agreements that involve volunteers we will ensure that:

- The role and rights of volunteers are made clear and that satisfactory arrangements are in place for their management
- The contract or service agreement provides for the necessary resources to involve volunteers
- Arrangements are made to set out the roles and commitments of the volunteers
- The impact of volunteering and its benefits are promoted and acknowledged

7 Responsibility and Review

Overall responsibility for the implementation, monitoring and review of this policy lies with the Chair of the Board of Directors and, on a day-to-day basis, with the senior paid staff/volunteers.