



Volunteering Policy

April 2016

www.peopleknowhow.org

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Contents

1. Statement of Policy	4
2. Principles	4
3. Recruitment	4
4. Volunteer Agreements & Role Descriptions	5
5. Inductions & Training	5
6. Support & Supervision	6
7. The Volunteer's Voice	6
8. Confidentiality & Records	6
9. Expenses	6
10. Insurance	7
11. Health & Safety	7
12. Equal Opportunities	7
13. Problem Solving	7
14. Endings	9
15. Monitoring & Review	9
Appendix A: Volunteer Role Description Template	10

Appendix B: Volunteer Application Form	11
Appendix C: Volunteer Reference Request Template	14
Appendix D: Self-Disclosure Form	16
Appendix E: Volunteer Agreement	17
Appendix F: Induction Checklist	18
Appendix G: Volunteer Expenses Record	21

1. Statement of Policy

People Know How is committed to directly involving volunteers in its work in order to: contribute to the delivery of People Know How services; form our Board of Trustees; ensure People Know How is responsive to the needs of service users; provide different skills and perspectives; and offer opportunities for participation to people who might otherwise be excluded.

This Policy sets out the principles and practices by which we involve volunteers. Volunteers also receive a Volunteer Pack, which gives specific details about the support and procedures in place for volunteers.

This Policy relates to all areas of People Know How's operation and should be read in conjunction with all other People Know How policies. This Policy will be kept up-to-date, particularly as we change in nature and size. To ensure this, this Policy will be reviewed annually.

2. Principles

People Know How:

- Recognises that voluntary work brings benefits to volunteers, to service users and to paid staff members.
- Will ensure that volunteers are properly integrated into the structure of People Know How and that processes and procedures are in place for them to fully contribute to People Know How's work.
- Will not use volunteers to replace paid staff members.
- Expects that all staff members will positively work with volunteers and, where appropriate, will actively seek to involve them in their work.
- Recognises that volunteers have work and personal development needs and will seek to help meet these needs, as well as provide required training.
- Will endeavour to identify and cover the costs of involving volunteers.
- Recognises that the management of volunteers requires designated responsibilities within specific roles.
- Will endeavour to involve volunteers with a wide range of backgrounds and abilities and ensure volunteering opportunities are as accessible as possible.

3. Recruitment

Recruitment of volunteers will generally be from all sections of the community, and will be in line with the People Know How's Equal Opportunities Policy. Positive action will be taken to recruit volunteers where this is necessary and appropriate.

All volunteer roles will have a Volunteer Role Description (see Appendix A) that: names a Contact Person, provides a role purpose, outlines specific tasks, details skills and qualities needed, outlines the expected commitment, gives details about support and training, People Know How's expectations of Volunteers and giving the location at which the volunteering will take place. The Volunteer Role Description will be used to advertise, recruit and place volunteers.

Individuals interested in becoming volunteers with People Know How will be invited for an informal interview with a relevant staff member where they will be given a Volunteer Pack including general information about People Know How and specific information about the volunteer role they are interested in.

All volunteers will be asked to complete a simple Volunteer Application Form (see Appendix B) appropriate to the role that they are applying for and to supply two references. Once volunteers have been selected, references will be followed up using the Volunteer Reference Request Template (see Appendix C).

Where applicants are not placed in the role they have applied for, they will be provided with feedback and given the opportunity to discuss alternative volunteering roles both within People Know How and within other volunteer-involving organisations.

Volunteers with People Know How are likely to come into contact with children, young people and vulnerable adults and/or be in a position of trust. They will therefore be asked to provide information about any criminal convictions via a Self-Disclosure Form (see Appendix D) that is completed prior to beginning volunteering. This information will be handled in the strictest of confidence and will managed as per the Equal Opportunities Policy.

Every volunteer role will undergo a Risk Assessment completed by the appropriate staff member or trustee as per the Health and Safety Policy. For roles that involve direct contact with children, young people or vulnerable adults, volunteers will also be required to join the PVG Scheme and have a full CRBS Disclosure Check arranged by People Know How.

All volunteer information will be treated as confidential as per the People Know How Confidentiality Policy.

4. Volunteer Agreements & Role Descriptions

All volunteers will receive a copy of the relevant Volunteer Role Description (see Appendix A) containing information about their role and a Volunteer Agreement (see Appendix E) providing a clear idea of People Know How's responsibilities to volunteers and volunteer's responsibilities to People Know How.

5. Inductions & Training

All volunteers will be given induction and training appropriate to the specific role and tasks to be undertaken. This will be delivered by a relevant staff member or trustee and will include:

- The role of the volunteer
- A list of staff members and volunteers
- A list of Trustees
- Copies of all relevant policies including this Volunteering Policy, Confidentiality, Health and Safety, Equal Opportunities, Complaints Policy and Child and Vulnerable Adult Protection Policy

- Essential procedures i.e. timekeeping, rota etc.
- Any details of ongoing training
- Information about the relevant Code of Conduct, if applicable
- Other information as appropriate

There will be a trial period of 4 weeks to give People Know How and the volunteer time to discover if they are suited to the role. A support and supervision session will be conducted at the end of trial period to review progress and determine further action.

An Induction Checklist (see Appendix F) will be completed for each new volunteer.

6. Support & Supervision

Volunteers will be assigned a relevant staff member or trustee who will act as their named Contact Person and will provide them with regular support.

Support sessions will provide the opportunity for ongoing dialogue about the development of the volunteering role and any advice and guidance as needed. Where the volunteering role is emotionally demanding these sessions also give volunteers the opportunity to access emotional support from People Know How.

7. The Volunteer's Voice

Volunteers will be consulted in regards to decisions that affect them. People Know How is committed to developing consultation and representational procedures for volunteers.

If Volunteers have any complaints they are encouraged to follow them through as per People Know How's Complaints Policy.

8. Confidentiality & Records

People Know How has a Confidentiality Policy, which should be adhered to by all staff members and volunteers.

People Know How will protect all volunteer information. Minimum details will be kept on volunteers and will include the completed Volunteer Application Form, returned references, placement details, emergency contacts, correspondence and any other relevant information in accordance with the Confidentiality Policy.

9. Volunteer Expenses

People Know How values its volunteers and wants to ensure that there are no barriers to volunteer involvement. All out-of-pocket expenses will be reimbursed, including expenses for travel, meals and childcare as per the Volunteer Expenses Policy.

In order to claim expenses, volunteers are required to complete a Volunteer Expenses Record (see appendix G) and this to their named Contact Person.

10. Insurance

All People Know How volunteers will be covered by insurance while carrying out agreed duties.

11. Health & Safety

People Know How will take all reasonable and practicable steps to ensure volunteers' health, safety and welfare while at work are protected in accordance with People Know How's Health and Safety Policy.

12. Equal Opportunities

All staff members and volunteers will work in accordance with People Know How's Equal Opportunities Policy and will work to prevent discrimination.

13. Problem Solving

People Know How values volunteers and does not expect there to be any problems. However, in case problems arise, the following provides a procedure to deal with these in a fair and consistent way.

The following procedures apply to allegations of unsatisfactory performance or conduct that may arise after the trial period and confirmation of a volunteering placement.

When a Volunteer has a Problem

If a volunteer has a problem with a task, staff member, trustee or another volunteer, they should first discuss it with their named Contact Person. If the issue is not resolved, or the complaint is with the volunteer's named Contact Person, then it can be taken to the Board of Trustees in accordance with People Know How's Complaints Policy.

The volunteer's complaint should be investigated and a decision reached within 14 days.

Informal Procedure

Where minor problems of performance or conduct are alleged, a volunteer's named Contact Person should hold an informal discussion with them to discuss this and decide on an appropriate course of action. The kinds of things identified as minor problems could be:

- Poor timekeeping – such as being regularly late
- Poor conduct – such as inappropriate behaviour
- Poor performance – such as regular incompleteness of tasks or repeated mistakes

The named Contact Person will work with the volunteer to identify future expectations, set clear goals and tell them about future action that will be taken if expectations are not met.

Where the issue is related to a volunteer's ability to undertake the role, the named Contact Person will address this during support sessions, where appropriate expectations and goals will be set. Where there is no improvement, the following courses of action will then be available:

- Reasonable changes to the role to enable the volunteer to carry it out
- Change of volunteer placement, where appropriate and available
- Developing a time-bound plan to address problems

The named Contact Person will evaluate whether problems are addressed and carry out a review at the end of the time-bound period, and then follow the formal procedures listed in the following section.

Formal Procedure

Where more serious problems of performance or conduct are alleged, or there is no improvement in relation to any earlier issues dealt with informally, the following procedure will be followed:

Investigation

The named Contact Person or another relevant member of the staff or the Board of Trustee will investigate the matter and prepare a report for the Project Leader.

Review Meeting

The Project Leader will hold a review meeting with the Volunteer and the named Contact Person. The volunteer will be advised in advance of the allegations against them and will be given time to answer the allegations. The volunteer may – if they wish – be accompanied to the meeting by a Supporter. This Supporter could be a friend, family member, support worker or colleague.

Action

If, following the review meeting, the Project Leader finds the allegations to be upheld then they will decide an appropriate course of action depending on the seriousness of the performance problems or misconduct. The following courses of action will be available, although they do not preclude other/alternative action:

- To issue a formal warning (to be confirmed in writing) advising the volunteer of future expectations, a specified review period (if appropriate) and an indication that the placement will be terminated if expectations are not met
- To terminate the placement with immediate effect and to confirm this in writing

Very Serious Problems

If a very serious problem is alleged, People Know How may suspend the volunteer from the premises effective immediately and while the case is being investigated. Where the Project Leader considers the allegation to be upheld, the volunteer placement will be ended with immediate effect. Examples of actions that People Know How considers to be very serious problems are set out below.

This list is neither comprehensive nor exclusive:

- Theft, fraud, deliberate falsification of organisation documents
- Violent behaviour, fighting, assault on another person
- Deliberate damage to company property
- Breaching of confidentiality (as per the Confidentiality Policy)
- Harassment
- Being unfit for work through alcohol or illegal drugs
- Being found in possession of alcohol or illegal drugs whilst on the premises
- Gross negligence
- Gross insubordination

Appeals

A volunteer may appeal against formal action taken under this problem solving procedure. If they wish to do so, they should put the grounds of appeal in writing to the Board of Trustees within one week of receiving notification in writing of the penalty. If they need support drafting an appeal within this timescale, they should let their named Contact Person know and they will advise the volunteer on where to access support.

The Board of Trustees will identify a senior staff member or trustee (other than the one who took the original decision) to consider the appeal and issue his/her decision in writing. This decision will be final.

14. Endings

When volunteers move on from their role at People Know How, they will be asked to provide feedback on their volunteering experience by way of an Exit Questionnaire relevant to their role and the service with which they were involved. They will also be given the opportunity to discuss their responses to the questionnaire more fully with their named Contact Person.

On the basis of their voluntary work, volunteers will have the right to request a reference from People Know How. Volunteers will always be supported to move on to other opportunities.

15. Monitoring & Review

The effectiveness of this Volunteering Policy will be reviewed annually and action taken as necessary.

This Policy will be reviewed in 2017.

Appendix A: Volunteer Role Description Template

This Form should be completed for each voluntary role.

Volunteer Role:

Contact Person	
Role Purpose	
Specific Tasks	
Skills and Qualities Needed	Volunteers will come from a wide range of backgrounds and will have many different qualities and skills. Essential skills and qualities for this role are:
Commitment	
Support and Training	<p>The volunteer will be given regular one-to-one guidance and support. During this support any relevant training that may be required will be identified and the volunteer will be offered suitable training to meet their needs.</p> <p>The volunteer will receive the following training:</p>
Expectations of Volunteers	<ul style="list-style-type: none"> • Willingness to abide by People Know How's Policies, including Child and Vulnerable Adult Protection Policy • Willingness to use support systems • Co-operation with administrative tasks <i>e.g. filling in expenses forms</i> • Commitment to attend ongoing training
Location of Volunteering	

Appendix B: Volunteer Application Form

This Form is used to record important information about our volunteers. If you have any concerns with any of the questions please discuss this with a staff member. All information will be kept confidential.

Your Details

Full Name:

Address:

Postcode:

Daytime Contact Number:

Evening Contact Number:

Email:

Your Role

What voluntary role(s) are you interested in at People Know How?

Please select all the roles that interest you.

- | | |
|--|---|
| <input type="checkbox"/> Engagement Team – Consultation with Children & Young People | <input type="checkbox"/> Marketing & Promotions Volunteer |
| <input type="checkbox"/> Youth Board | <input type="checkbox"/> Research & Policy Volunteer |
| <input type="checkbox"/> Events Volunteer | <input type="checkbox"/> Design & Media Volunteer |
| <input type="checkbox"/> Administrative Volunteer | <input type="checkbox"/> Other – <i>Please Specify:</i> |

Why are you interested in volunteering with People Know How?

Why are you interested in the role(s) you have selected above?

Your Availability

Please tell us a bit about your availability. Please note that none of the following will commit you to anything.

How often would you like to volunteer?

Weekly ☐ Fortnightly ☐ Monthly ☐
Other ☐ *Please Specify:*

How long would you hope to commit as a volunteer?

3 Months ☐ 6 Months ☐ 1 Year ☐ More than 1 Year ☐
One-off Events / Sessions Only ☐ Not sure ☐

What days and times are you available to volunteer?

	Morning	Afternoon	Evening	Extra Information
Mon	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Tues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Wed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Thu	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Fri	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Sat	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Sun	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Your Emergency Contact

In the event of an emergency, who should we contact on your behalf?

Name:

Contact Number:

Relationship to you:

Supporting You

Do you consider yourself to have a disability?

☐ Yes

☐ No

If yes please describe:

Are there any other areas of support you might need to enable you to volunteer with us?

Your References

Before we engage volunteers it is our policy to seek two references. Please give us details of your referees below.

Name

Name

Address

Address

Postcode

Postcode

Telephone Number

Telephone Number

Email

Email

**How do you know
this person?**

**How do you know
this person?**

Your Declaration

I hereby apply to become a volunteer with People Know How. I also agree to abide by all People Know How policies and procedures and understand that I will have a responsibility for my own and others' Health & Safety while volunteering with People Know How. If accepted, I will abide by the principles of volunteering outlined in People Know How's Volunteering Policy. I agree that People Know How may hold and use the information I have provided on this form for the purposes of administering, supervising, evaluating and monitoring my work and the activities of the organisation and that such information may be available to those who reasonably need to access it within the organisation.

Sign or Print Name:

Date:

Thank you for completing this Volunteer Application Form.

Please return to:

**People Know How
Ocean Terminal
Ocean Dr
Edinburgh EH6 6JJ**

Or email to:

contactus@peopleknowhow.org

Equal Opportunities Monitoring Form

To help us monitor the effectiveness of our Equal Opportunities Policy we would like you to fill in this Form. If you choose to complete it, any information given is treated in the strictest confidence.

Please tick the appropriate boxes.

Your Gender

<input type="checkbox"/> Male	<input type="checkbox"/> Female	<input type="checkbox"/> Other
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Your Age

<input type="checkbox"/> Under 12	<input type="checkbox"/> 12 – 18	<input type="checkbox"/> 18 – 24	<input type="checkbox"/> 25 – 34
<input type="checkbox"/> 35 – 44	<input type="checkbox"/> 45 – 54	<input type="checkbox"/> 55 – 64	<input type="checkbox"/> 65 – 74
<input type="checkbox"/> 75 and over			

Your Disability Information

<input type="checkbox"/> Not disabled	<input type="checkbox"/> Disabled	<input type="checkbox"/> Previously disabled
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If you consider yourself to be disabled and wish to give details, please enter these in the box below:

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Your Economic Status

<input type="checkbox"/> Welfare Benefits	<input type="checkbox"/> Work part-time	<input type="checkbox"/> Work full-time	<input type="checkbox"/> Pensioner
<input type="checkbox"/> Student	<input type="checkbox"/> Other – Please specify:		

Your Ethnic/Cultural Origin:

White Scottish <input type="checkbox"/> Other British <input type="checkbox"/> Irish <input type="checkbox"/> Any other White background <input type="checkbox"/>	Asian, Asian Scottish/British <input type="checkbox"/> Indian <input type="checkbox"/> Pakistani <input type="checkbox"/> Bangladeshi <input type="checkbox"/> Chinese <input type="checkbox"/> Any other Asian background	Black, Black Scottish/British <input type="checkbox"/> Caribbean <input type="checkbox"/> African <input type="checkbox"/> Any other Black background
Mixed <input type="checkbox"/> Any mixed background	Other <input type="checkbox"/> Other Ethnic Background Please specify:	Undisclosed <input type="checkbox"/> Prefer not to answer

Appendix C: Volunteer Reference Request Template

The following should be used as a template to follow up volunteer references.

People Know How
Ocean Terminal
Ocean Dr
Edinburgh EH6 6JJ

[INSERT DATE]

Dear [INSERT REFEREE NAME],

RE: [INSERT NAME AND ADDRESS OF VOLUNTEER]

[INSERT NAME] has applied to People Know How to become a volunteer [INSERT VOLUNTEER ROLE]. She/He [DELETE AS APPROPRIATE] has given your name as a referee. As part of our procedures, to ensure a good and safe service to our clients, we do not normally invite individuals to begin volunteering with us until we have received two positive references.

Please complete the attached Reference Form. I also enclose a copy of the **Volunteer Role Description** for the [INSERT VOLUNTEER ROLE] post along with an envelope for return. Alternatively, you are welcome to e-mail the reference to glenn.liddall@peopleknowhow.org [EDIT AS APPROPRIATE] if this is more convenient.

Your comments as to the suitability of [INSERT NAME] to do this type of work will help us to make a more informed decision. Please let us know in particular if there are any reasons you feel [INSERT NAME] should not be involved in this type of work.

Thank you for your help and I look forward to hearing from you shortly.

Yours sincerely

[INSERT NAME]
[INSERT JOB TITLE]

People Know How

Web: www.peopleknowhow.org

People Know How is a not-for-profit organisation based in Scotland. We work to enhance the people's lives by providing the support and help they need to grow to reach their full potential. To find out more about our mission, work and services, please visit www.peopleknowhow.org.

Registered Scottish Charity Number: SC043871

Reference Form

Please tell us how long you have known [INSERT NAME]	
Please tell us in what capacity you know [INSERT NAME] i.e. friend, colleague, teacher	
Please look at the Volunteer Role Description and tell us which tasks you feel [INSERT NAME] will meet	
Please tell us about any qualities, attributes and skills you think [INSERT NAME] can you bring to People Know How	

Sign or Print Name:

Date:

Appendix D: Self-Disclosure Form

We ask all applicants to give us information of previous convictions. Having a previous conviction does not automatically bar you from working with us but it will help us, in discussion with you, decide if the opportunity you have applied for is the most suitable. All of the information given on this Form will only be accessed by authorised members of staff.

Under the terms of the Rehabilitation of Offenders Act 1974, you are entitled to withhold information about any convictions against you that are now 'spent'. You may only withhold information on 'spent' convictions.

Please ask us if you need any help completing this Form and we will be happy to assist you.

Your Details

Full Name:

Conviction	When Occurred?
Criminal Convictions Pending	

I declare that, to the best of my knowledge, the above information is correct. I understand that if I take up an opportunity and it is found that I have deliberately given false information or withheld relevant information then the opportunity may be withdrawn.

Sign or Print Name:

Date:

Appendix E: Volunteer Agreement

Name of Volunteer:

Volunteer Role:

Name of Volunteer Contact Person:

This agreement should be read alongside the Volunteer Role Description for this role and People Know How's Volunteering Policy. This agreement is designed to assure you of our appreciation of your volunteering with us and indicates our commitment to do the best we can to make your volunteering experience a positive and rewarding one. **Please note that this is a voluntary agreement only and does not constitute a contract of employment.**

The following has been agreed between People Know How and the volunteer named above.

Main Responsibilities:

The main responsibility of the volunteer is to be a _____ in accordance with the relevant Volunteer Role Description. The volunteer agrees to carry out their role to the best of their ability and within the aims and values of People Know How.

Time Commitment

Following initial induction and training, your agreed time commitment is _____.

Trial Period

All volunteer roles are subject to an initial trial period. For this role there will be a trial period of _____ weeks / sessions [please delete as appropriate] at the end of which you will have your first support session with your named Contact Person.

Support & Ongoing training

People Know How agrees to fully support you. Your Contact Person will have regular support sessions with you while you are volunteering with us. These will help you get the most from your volunteering, allow you to raise any issues you wish to talk about and also help identify relevant training opportunities.

People Know How will provide you with a Volunteer Pack containing full details about your role, any health and safety information relevant to your role and any other useful information about volunteering with People Know How.

I agree with the conditions set out above.

Sign or Print Name (Volunteer):

Date:

Sign or Print Name (Contact Person):

Date:

Appendix F: Induction Checklist

This Checklist should be used when inducting a new staff members or volunteers into People Know How. When the process is complete please include this Checklist in the staff member's/volunteer's file. A copy should also be given to the staff member/volunteer.

People Know How	
Tour of office	<input type="checkbox"/>
Introduction to other staff members	<input type="checkbox"/>
Explanation of services and projects	<input type="checkbox"/>
People Know How Policies	
Volunteering Policy	<input type="checkbox"/>
Confidentiality Policy	<input type="checkbox"/>
Health and Safety Policy	<input type="checkbox"/>
Equal Opportunities Policy	<input type="checkbox"/>
Complaints Policy	<input type="checkbox"/>
Child and Vulnerable Adult Protection Policy	<input type="checkbox"/>
Systems and Processes (if applicable to role)	
Introduction to database	<input type="checkbox"/>
Hard-copy folders and files	<input type="checkbox"/>
Introduction to and use of website	<input type="checkbox"/>
Personal Development	
Introduction to Staff/Volunteer Support	<input type="checkbox"/>

Role-specific Training needs assessed	<input type="checkbox"/>
Identify appropriate courses/access to training	<input type="checkbox"/>
Personnel Resources	
Role Risk Assessment (please see use template included in Health and Safety Policy)	<input type="checkbox"/>
Protocol for days/periods off	<input type="checkbox"/>
Sickness	<input type="checkbox"/>
Expenses claims (if applicable)	<input type="checkbox"/>
Insurance	<input type="checkbox"/>
Office Procedures (if applicable to role)	
This list is helpful for staff members/volunteers who will be office-based.	
Premises	
Kitchen	<input type="checkbox"/>
First Aid and Fire Procedures	<input type="checkbox"/>
Information on building and other tenants	<input type="checkbox"/>
Office (if applicable to role)	
E-mail account	<input type="checkbox"/>
Photocopier	<input type="checkbox"/>
What kept where (stationery etc.)	<input type="checkbox"/>
Telephone system	<input type="checkbox"/>
Safety protocols	<input type="checkbox"/>

Phone/post	<input type="checkbox"/>
Computer Procedures	
Email and Internet Policy	<input type="checkbox"/>
Use of network documents	<input type="checkbox"/>

Sign or Print Name (Staff Member / Volunteer):

Sign or Print Name (Line Manager / Volunteer Contact Person):

Appendix G: Volunteer Expenses Record

In accordance with our Volunteer Expenses Policy, we are only able to pay expenses with appropriate receipts (such as bus/train tickets or taxi receipts). If you have lost or are unable to produce an appropriate receipt, please speak to your Contact Person.

This Record should be completed and returned to your Contact Person every month on the requested date.

Name of Volunteer:

Date	Type of Expense	Amount (£)	Receipt (✓✓ or x)
			■
_____	_____	_____	■
_____	_____	_____	■
_____	_____	_____	■
_____	_____	_____	■
_____	_____	_____	■
_____	_____	_____	■
_____	_____	_____	■
Total		_____	

Sign or Print Name (Volunteer):

Sign or Print Name (Volunteer Contact Person):