

10 June 2015



THE ALICE CROSS CENTRE

VOLUNTEER POLICY

Version 1

The Alice Cross Community Centre strives to create a diverse and inclusive organisation within the community. Therefore, we are committed to ensuring equality of access to high quality volunteer opportunities and equality of treatment for our volunteers in all our policies and practices.

Volunteers with The Alice Cross Community Centre are fully protected by the organisations public liability and personal accident insurance. Drivers who use their own cars in connection with their voluntary work, must inform their own insurance company to ensure adequate and continued cover.

The Alice Cross Community Centre endeavours to provide adequate and appropriate facilities, equipment, resources and training to enable volunteers to fulfill their roles.

The Alice Cross Community Centre Manager is responsible for management of volunteers including overseeing the implementation of this policy and dealing with any complaint or grievance relating to volunteers. There is also a Trustee volunteer subcommittee.

Recruitment and selection of volunteers

The Alice Cross Community Centre is committed to serving and representing the people of Teignmouth and its surrounding areas and wishes to see all sections of the community represented among our volunteers. Volunteer opportunities are widely promoted throughout the area and we will endeavour to make recruitment and selection materials available in a format accessible to any individual or group, upon request.

All potential volunteers will go through an appropriate recruitment and selection process. The Alice Cross Community Centre uses application forms, references and informal interviews/chats. Additional measures may be implemented depending on the nature of the roles undertaken and police checks may be required.

Management of volunteers.

- **Volunteers 'Welcome Pack' folder setting out guidelines will be made available as well as access to relevant policies.**
- **All volunteers will be given an induction: providing background information on The Alice Cross Community Centre; explaining its procedures; describing the volunteer role and work team and outlines how she/he will be supported during their role as a volunteer.**
- **If appropriate there will be an opportunity for volunteer 'buddying' during settling in period.**
- **Opportunity to review role after first 4 weeks.**

At The Alice Cross Community Centre volunteers, will be supported by the Centre Manager and/or volunteer co-ordinator who will offer supervision, help and guidance on any issue related to the voluntary work. Any issues arising will be dealt with appropriately, between volunteer and Centre manager or volunteer co-ordinator. This support is ongoing throughout the volunteer's time at The Centre.

We recognise our duty to protect the best interest of the centre and our clients. We offer a formal complaints procedure in the case of more serious complaints. In the case of particularly serious offences this process may be bypassed and the volunteer asked to leave the premises. Where a criminal offence is suspected, the matter will be handed over to the police.

The Alice Cross Community Centre is committed to improving the effectiveness of volunteers. Volunteers will be offered, and encouraged to attend relevant training courses. Volunteers may attend the courses within their normal hours of voluntary work. Volunteers who are asked to attend training to support the Centre are entitled to claim out of pocket expenses.

To effectively monitor volunteers personal details are kept in accordance with guidelines under The Data Protection Act. This is available for him or her to see upon request.

Both volunteers and the organisation agree that the intellectual property rights of original work produced by volunteers automatically transfers to the The Alice Cross Community Centre.

Photographs of volunteers may appear on our website, media websites, or newsletters. If any volunteer has any objections to this, they must make this clear to those concerned when such events are taking place.

Tea, coffee and squash are complimentary whilst you are volunteering unless you would like to make a donation. Meals are available at cost.

Adopted by Trustees on Signed

Chairperson of Trustees