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Mind in the Vale of Glamorgan

# Volunteering Policy

## 1. Introduction

This policy aims to demonstrate the principles for involving volunteers in Mind in the Vale of Glamorgan. This policy will be reviewed annually to ensure it reflects the work of the volunteers and the values and principles of Mind in the Vale of Glamorgan.

## 2. Commitment

Mind in the Vale of Glamorgan recognises the right that people have to participate in the life of their communities through volunteering. It also acknowledges that volunteers contribute in many ways, that their contribution is unique, and that it can benefit users of services, staff, local communities and the volunteers themselves. Mind in the Vale of Glamorgan value the contribution made by volunteers, and is committed to working in ways which are encouraging, supportive and which develop volunteering.

## 3. Definition

Volunteering is an important expression of citizenship, and is an essential component of democracy. Volunteers are individuals who, unpaid and of their own free will, contribute their time, energy and skills to benefit people within the community.

## 4. Statement of Values and Principles

Mind in the Vale of Glamorgan:

- recognises the important role played by volunteers in its work, it also recognises the valuable contribution made by volunteers
- attempts to utilise volunteers' skills, knowledge and experience in a way that will meet both the volunteers' and organisation's needs
- recognises that volunteers complement the role of paid staff

## 5. Responsibilities of Mind in the Vale of Glamorgan

- all volunteers have a designated member of staff to offer guidance and advice enabling them to carry out their tasks effectively. Volunteers will also be informed of whom to contact to receive support and supervision
- the designated member of staff is responsible for the development of volunteers

## 6. Recruitment and Selection

- Mind in the Vale of Glamorgan is committed to equal opportunities and believes that volunteering should be open to all regardless of age, gender, ethnicity, disability, religious and political beliefs.
- Volunteers will be selected on their suitability for their voluntary work, matching the volunteer's skills, talents and interests with the needs of Mind in the Vale of Glamorgan



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- Volunteers who are considered unsuitable for their chosen opportunity will be offered alternative voluntary work
- All volunteers will be asked to provide 2 references, attend an informal interview, and where necessary undergo a DBS check.

### **7. Training and Personal Development**

- All new volunteers will be welcomed to Mind in the Vale of Glamorgan and will have an induction
- Mind in the Vale of Glamorgan will be responsible for ensuring the volunteer is properly prepared for the work and that arrangements for support and training are in place
- Volunteers and staff will be consulted in order to develop additional volunteering opportunities
- Training on managing volunteers will be made available to members of staff supporting volunteers

### **8. Support, Supervision and Rewarding**

- Volunteers will have access to regular support and supervision. This will enable both the volunteer and supervisor to monitor, evaluate the work, recognise achievements and identify individual training needs. Volunteers will also be invited to attend team meetings where their views and opinions can be expressed
- The following out-of-pocket expenses will be re-imbursed by Mind in the Vale of Glamorgan: Travel and Subsistence Expenses (the set mileage rate or public transport costs on the production of receipts). All other costs to be agreed by the Executive Manager.
- Events will be organised where the volunteers' contribution can be formally recognised

### **9. Settling Difference**

- Mind in the Vale of Glamorgan aims to treat all volunteers fairly. The volunteers designated member of staff is responsible for dealing with problems as they arise. The designated member of staff is also responsible for handling difficulties relating to the volunteers conduct or complaints.
- If any matter remains unresolved then the Executive Manager will meet with the volunteer. If, however, the issues are relating to the Executive Manager then the Chair of Mind in the Vale of Glamorgan will meet with the volunteer. The Chair's decision will be final.

### **10. Volunteers' Rights and Responsibilities**

Volunteers have the right to:

- Know what is expected of them
- Clearly specified lines of support and supervision
- Be shown appreciation
- Have a safe work environment
- Be covered by insurance: ie; Driving or liability
- Know what their rights and responsibilities are if things go wrong



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- Be paid expenses
- Be trained
- Be free from discrimination
- Have the opportunity for personal development

### **Organisations should expect volunteers to:**

- Be reliable
- Be honest
- Respect confidentiality
- Make the most of training and support opportunities
- Carry out tasks in a way that reflects the aims and values of the organisation
- Work within agreed guidelines
- Respect the work of the organisation and not bring it into disrepute
- Comply with the organisations policies

Volunteer signature

Date

Staff Signature

Date

Approved: November 2013  
Date of Review: November 2016