

| Policy | Volunteer Policy – HR09 |
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| Document owner | Director HR & Estates |
| Date first implemented | July 2013 |
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| Associated documents | Safer Recruitment Policy Safeguarding Policy |
| Reference documents | - |
| Initial reviewing body | Senior Leadership Team (SLT) |
| Final approval body | Resources & Business Committee |
| Published on website | Yes |

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| Purpose | The purpose of this policy is to clarify the terms on which volunteers carry out tasks for Derwen College. It also provides details on responsibilities and rights. |
| Scope | The policy does not constitute, either implicitly or explicitly, a binding contract of employment or a contract for services. The College reserves the right to change any aspect of this policy at any time. |
| Equality, Diversity & Inclusivity | <p><i>“[Derwen] College is committed to promoting equality, good relations and to challenging discrimination. This is reflected in all College policies, procedures, processes and practices.”</i> Derwen College Equal Opportunities Policy</p> <p>Derwen College’s ethos is to embrace diversity, to offer equality of opportunity, and to treat every individual fairly and with respect. Equality, diversity and inclusivity are embedded throughout the organisation. This policy should be applied in accordance with this ethos.</p> <p>If you would like a copy of this document in a different format, such as large print, please contact the Human Resources Department who will provide help with alternative formats.</p> |

Definition of “Volunteer”

A volunteer is someone who, without compensation or expectation of compensation beyond reimbursement of expenses incurred in the course of their volunteer duties, performs a task at the direction of and on behalf of the College. Volunteers are not employees or workers of the College and do not work under a contract for services. They undertake to carry out specific tasks on behalf of the College but are under no obligation to offer their services. Similarly, the

College is not obliged to offer them work.

While volunteers have no employment rights such as paid sickness and holidays, they are covered by the College's rules on health and safety and equal opportunities and should ensure that they are aware of and follow these policies.

Recruitment

Volunteers are recruited from the local community, through general publicity and by word of mouth. They must be 18 years and over due to the College's insurance requirements but younger candidates may be accepted depending on the circumstances and only with agreement from the Senior Leadership Team.

When a potential volunteer contacts Derwen College, HR will discuss the request with the appropriate manager. If the team can support a placement, the potential volunteer is invited in for an interview with the manager to establish the mutual suitability of the placement. Once a placement is agreed, the volunteer will need to provide details of two referees (character references are acceptable) and to undertake an Enhanced DBS Check. Volunteers who do not agree to the background check will be refused the assignment. Once satisfactory references and DBS checks are received, the volunteer can attend for an induction.

Volunteers are also required to undertake our online Safeguarding Training.

DBS checks are repeated every three years.

Users and Relatives as Volunteers

Clients of the College may be accepted as volunteers, where such service does not constitute an obstruction to, or conflict with, service provision to the users or to others. Relatives of clients may also serve as volunteers, but will not be asked to carry out any work that impinges upon their relationship.

Service Remit

The College accepts the service of all volunteers with the understanding that such service is at its sole discretion. Volunteers agree that the College may at any time, for whatever reason, decide to terminate their relationship.

If a volunteer wishes to end their relationship with the College they should inform the relevant line manager as soon as possible.

Volunteers are not authorised to act as representatives of the College unless this is explicitly stated.

Any volunteer, who has a conflict of interest with any activity or programme of the College, whether personal, philosophical, or financial, must declare this to his or her line manager.

Confidentiality and GDPR

The College is compliant with GDPR. Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed while serving as a volunteer, whether this information involves a member of staff, volunteer, service users or other person, or involves the overall business of the College. Volunteers are bound by the same requirements for confidentiality as paid staff.

Failure to maintain confidentiality will be treated seriously and volunteers must sign the confidentiality agreement during their induction.

Dress Code

As representatives of the College, volunteers, like staff, are responsible for presenting a good image to clients and to the community and must dress appropriately for the conditions and performance of their duties. If required by the nature of the role, protective personal equipment will be issued via the line manager.

Health & Safety

General health and safety issues are addressed in the initial interview. Volunteers may attend the Health & Safety training provided by Derwen College:

- Volunteers must be able to meet the demands of the work without risk to their physical and mental wellbeing
- A risk assessment will be provided which will relate to specific tasks or locations relevant to the volunteer
- Volunteers will know how to report an accident or incident they may have been involved in

Management, Support and Training

Volunteers are co-ordinated by HR and work under the supervision and guidance of a line manager. The line manager will explain the level of supervision, training and expectations required, including professional conduct.

Volunteers should be included in and have access to all appropriate information, memos, materials and meetings relevant to the work assignments. Lines of communication should operate in both directions, and should exist formally and informally.

Ending the Agreement

The College may find it necessary to end this agreement if the volunteer commits any of the following:

- a. gross misconduct or insubordination
- b. being under the influence of alcohol or drugs

- c. theft of property or misuse of the College's equipment or materials
- d. abuse or mistreatment of clients or co-workers
- e. failure to abide by its policies and procedures
- f. failure to meet standards of performance
- g. failure to perform assigned duties satisfactorily

This list is not exhaustive.

Insurance

Public liability insurance is in place to cover all volunteers engaged in the College's business (excluding normal motor insurance). In respect of motor vehicle insurance cover, volunteers are responsible for consulting with their own insurers regarding the extension to include volunteer work. They may be required to produce evidence of this cover.