



VOLUNTEERING POLICY 2016

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1 Policy Statement

- 1.1 Daisi is the arts education provider for Devon and Torbay, working alongside more than 100 professional artists to create arts experiences with over 7000 young people each year.
- 1.2 Daisi works across all art forms – from dance to literature, media arts to music – and with children and young people from pre-school age to their late teens, both in and out of school, including the more vulnerable.
- 1.3 Daisi recognises that there are situations in which help from volunteers can make a significant and appropriate contribution to the work of our organisation. This document defines the terms and sets out the principles, practices and procedures that will be followed in the appointment and management of volunteers.

2. Definition

- 2.1 Volunteers can be described as people who put their experience, knowledge and skills at the disposal of an organisation, free of charge, with the primary aim of helping the organisation to achieve its service objectives and/or with the aim of bringing benefit to the local community. Volunteers will have things that they want to achieve through volunteering from skills development and sharing to making a contribution and supporting a cause they believe in. Each volunteer will have a different mix of reasons for wanting to support us and we will try to understand and meet these aims where possible and when they support our charitable purpose. Volunteers will be officially accepted and welcomed into the organisation. Involving volunteers well helps us achieve more.
- 2.2 Volunteers are distinguished from students and other work placements, where the primary aim is usually for the student to obtain certain work experience or to carry out work or research in certain areas.

3. Principles

Daisi in appointing volunteers will adhere to the following principles:

- i) volunteers will not be engaged in work that facilitates the loss of an existing employee's post, nor on any tasks or projects that (within the past two years) were done by paid employees whose posts have since become redundant
- ii) volunteers will not be used to do the work of paid staff during an industrial dispute

- iii) in return, volunteers shall agree to actively perform their duties to the best of their abilities and to remain loyal to the values, goals and procedures of Daisi
- iv) Daisi expects that staff at all levels will work positively with volunteers and, where appropriate, will actively seek to involve them in their work

4. Process for Recruitment of Volunteers

4.1 Daisi recruit volunteers by raising awareness in the local press and media and through registration with the local volunteer centre.

4.2 Daisi select volunteers using the following process:

- i) prospective volunteers will be invited to a meeting with members of the organisation to discuss the role description, terms and conditions and specification of relevant experience etc prior to appointment of the volunteer
- ii) in order to facilitate a clear understanding on both sides, the following information about the opportunity will be given to prospective volunteers:
 - a role description, outlining the specific tasks, responsibilities and reporting procedure for the volunteer
 - clear expectations for the volunteering role including amount of time the person can give, expenses, insurance and training
 - a specification outlining the relevant experience, skills, knowledge and abilities required to carry out the role effectively.
 - a copy of the Daisi Equality and Diversity Policy

4.3 The prospective volunteer will be asked to provide a copy of their cv which will need to include:

- i) contact details
- ii) information about experience, skills, knowledge and interests
- iii) any difficulties/barriers they may perceive to their becoming volunteers with the organisation

4.4 If the prospective volunteer is deemed to be unsuitable for the opportunity, they will be offered feedback when reasons for the decision will be explained to them.

4.5 Prior to commencement of their placement at Daisi successful volunteers will be asked to provide information to enable a DBS Disclosure check to be obtained.

4.6 Prior to commencement of their placement at Daisi successful volunteers shall be formally allocated to a named employee who will manage/supervise the volunteer. The manager's responsibilities will include ensuring that the volunteer receives the following:

- i) a planned induction to the organisation, including appropriate forms i.e. expenses claim forms etc
- ii) copies of all the organisation's policies that are relevant to the volunteering role.
- iii) regular support and supervision sessions
- iv) positive and constructive feedback on their contribution
- v) adequate equipment and services to enable them to perform their tasks effectively
- vi) lines of communication – should operate in both directions both formally and informally. Volunteers should be consulted regarding decisions that would substantially affect the performance of their duties

4.7 Daisi expects volunteers to:

- i) be clear about the number of hours per week they are able to give
- ii) arrange times of volunteering and arrive on time and be reliable and regular
- iii) inform relevant member of staff if going to be late or absent
- iv) attend supervision and training events when requested in support of their volunteering
- v) follow the procedures and policies of the organisation
- vi) treat staff members, other volunteers and service users with respect
- vii) help the organisation to work towards its aims and objectives
- viii) perform agreed duties
- ix) report any accidents to a member of staff
- x) respect confidentiality
- xi) consult the appropriate person if in need of help or guidance
- xii) to claim for their out of pocket expenses

5. Expenses

Volunteers of Daisi are entitled to out-of-pocket expenses or travel expenses at 40p per mile.

6. Equality of Opportunity

Daisi recognises that the activity of volunteering can provide a volunteer with experiences and opportunities for self and career development. In

accordance with Daisi's Equality and Diversity Policy volunteer placements will be open to individuals irrespective of race, gender, disability, sexuality, age or marital status.

7. Confidentiality

Volunteers should regard all information as confidential and it must not be passed on to a third party.

Volunteers should always use the business address to correspond with clients and must not give their personal details.

Daisi will keep any retained information under the same conditions that all staff information is kept (cv's etc).

Volunteers have the rights to access their own records. On written request, Daisi will supply a copy of any information kept about a person and will charge up to £10 in most circumstances.

8. Insurance

Volunteers are only covered whilst they are engaged in activities on Daisi's behalf.

9. Termination

Daisi represented by the Director or appropriate manager, can, where appropriate, end their volunteering by giving one week's notice in writing. Should the volunteer wish to receive feedback on their termination they may request a meeting with the manager and/or Director.

10. Resignation

If a volunteer no longer wants to support Daisi letting us know a week in advance of any duty would be appreciated.

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Chair of Trustees

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