



VOLUNTEER POLICY

This Policy is issued by Restitute hereafter referred to as 'the Organisation'.

Introduction

The Organisation's mission statement is to

- Provide support to the 3rd party victims of violent and sexual crimes.
- Deliver training for organisations so that the needs of 3rd party victims of crime are better served.
- Educate and inform the UK public, to prevent/counter misinformation and stigmatisation
- Campaign to change legislation that disadvantage 3rd party victims.

The Organisation is a Community Interest Company (not-for-profit) organisation and volunteers are at the heart of its structure. The contribution of volunteers to the work of the Organisation is especially valued and respected.

Volunteers increase our capacity to fulfil our mission statement and deliver on our objectives. They keep the organisation in touch with our purpose and provide a wide range of relevant skills and perspectives that improve the work we do.

This policy, which is supported by our volunteers, sets out how the Organisation intends to support its volunteers.

Types of Volunteer

The Organisation recognises three different types of volunteers.

Occasional Volunteers

These are people who volunteer at events such as training or fundraising, or help with projects, for example by helping at events. They volunteer occasionally, perhaps a few times a year.

Regular Volunteers

These are people who take on a particular task, on an ongoing basis. Regular volunteers include those undertaking administrative work such as web development, providing professional services to clients in line with their business or profession.

Management

These people hold positions of responsibility and have been selected on the basis of their skills and experience.



Principles

The Volunteer Policy is guided by the following principles:

- The Organisation and its volunteers will follow this policy.
- All regular volunteers and committee members will sign the volunteer agreement.
- The Organisation recognises that volunteers donate their time. Their contribution should be mutually agreed.
- The volunteer's role will be clearly explained and mutually agreed.
- The Organisation will provide induction, information, any learning and support to its volunteers appropriate to their volunteer role.
- The Organisation will, whenever possible, give volunteers work that is satisfying and appropriate to their interest.
- Volunteers have the right to express their views within the organisational structure.
- Volunteers will work together within the Organisation's rules, policies and procedures.
- Volunteers will treat each other and be treated with respect and courtesy.
- The Organisation is committed to equal opportunities in relation to the recruitment, selection and involvement of volunteers.

Practice Guidelines

The Organisation is committed to good practice when supporting its volunteers.

The Organisation will make ongoing efforts to recruit volunteers who match appropriate needs. This selection process will be based on the skills and interest of the volunteer and the current needs of the Organisation. The Organisation does not commit itself to accept all offers of help; it will give a volunteer the reasons for declining their services and, where possible, refer them to another organisation that might be better placed to help them.

All volunteers will be asked to complete a registration form, provide references and attend an informal interview. Criminal Record Bureau (CRB) checks may be essential for certain volunteering roles and will be employed where applicable.

The Organisation will treat all information collected in this process with strict confidentiality and any details will be made accessible to the volunteer on written request.

Volunteer agreement and work outline

Regular volunteers and committee members will be asked to sign a volunteer agreement outlining the commitment and expectations of the Organisation and the role or specific tasks that the volunteer has offered to undertake. A representative of the Management will also sign this agreement.



The agreement is by no means a contract; it is simply a set of guidelines to help the volunteer feel supported and clearer about their responsibilities. Volunteers will also receive a copy of the Volunteer Induction Pack to keep and refer to when necessary.

Commitment

The Organisation recognises that volunteers will often need flexible arrangements regarding the amount of time and level of commitment they are able to give. We will try to work within these constraints.

Whatever the level of commitment a volunteer is able to give we will recognise and value their contribution. In return the volunteer will be expected to follow the letter and spirit of the Organisation's policies and procedures and to meet mutually agreed time commitments, or to give notice if this is not possible.

Volunteers are free to leave their voluntary role at any time.

We will always try to match what a volunteer feels able to undertake with our organisational needs. We will provide a warm welcome to volunteers, give adequate support and ensure that the volunteers' expectations are met when they join us.

Induction, information and learning

Volunteers will receive an appropriate induction, which will include information on the aims, background and organisational framework of the Organisation. Additional information will be provided to help the volunteer in their work.

The Organisation will strive to make information accessible and relevant. Opportunities to develop knowledge and skills will also be provided as appropriate.

Support and Supervision

Volunteers will be supported and supervised by a named contact person who may be a Management Committee member, a member of staff, or another volunteer. This person will provide the volunteer with feedback on their work, the opportunity to discuss future work and a chance to discuss any issues that may arise.

Health and Safety

The Organisation will, as far as is practical, care for the health, safety and welfare of its volunteers. Volunteers will be provided with copies of relevant health and safety procedures and receive appropriate support and training.



Expenses

Volunteers will be reimbursed travel and other approved expenses. To claim expenses, supporting receipts must be provided.

Having a Voice

Volunteers will be given opportunities to express their views about issues concerning the Organisation and its work. You can also give us feedback through your appointed supervisor.

Insurance

Volunteers will be covered by the Organisation's insurance policy while engaged in approved work for the Organisation.

Equal Opportunities

All volunteers are required to make a commitment to equal opportunities. Volunteers will be provided with a copy of the Organisation's Equal Opportunities Policy and will be supported in its practice. Our aim is to ensure that volunteers are treated in a fair and consistent way.

Confidentiality

Volunteers will be asked to sign a confidentiality agreement and follow its principles.

Volunteers will have access to personal information about some individuals. Some volunteers will also hold information about, for example, financial and personnel matters.

The organisation needs to be able to trust its volunteers with such information, which is confidential. However, volunteers suspecting mistreatment or abuse of a volunteer or client should discuss the matter with their supervisor. This person will make an informed decision on what needs to be done.

Resolving concerns

The Organisation aims to identify and resolve problems at the earliest possible stage. In the first instance you should discuss these with your supervisor. If the issue or problem is not resolved, you should then contact the Chief Executive, who will discuss the matter with you within seven days. If necessary, he / she will then refer the matter to the Management Board who will provide you with their response as quickly as possible.