

## Volunteering Policy

### **1. Introduction:**

- 1.1. Restitute is committed to providing valuable volunteering opportunities and recognises the positive impact volunteering can have on those who choose to volunteer, as well as enhancing the reach and impact of Restitute's services.
- 1.2. Deliver training for organisations so that the needs of 3rd party victims of crime are better served.
- 1.3. Educate and inform the UK public, to prevent/counter misinformation and stigmatisation.

Restitute is committed to campaign to change legislation that disadvantage 3rd party victims.

### **2. Policy Statement**

- 2.1. Restitute is a Community Interest Company (CIC) (not-for-profit) organisation and volunteers are at the heart of its structure. The contribution of volunteers to the work of the Restitute is especially valued and respected.
- 2.2. Volunteering is a vital and valued part of Restitute work and helps the organisation to remain vibrant and relevant to the communities in which it works.
- 2.3. Volunteers enable services to meet the needs of 3rd party victims of violent and sexual crimes and their families in innovative and flexible ways.
- 2.4. Restitute recognises the benefits volunteering can bring to individuals as a way of gaining new experience, skills and knowledge, as well as helping to increase the confidence and purposefulness of those who volunteer.
- 2.5. Restitute actively recruits volunteers to fulfil designated roles. These roles must be clearly defined before the volunteer starts and any subsequent changes will be discussed with the volunteer.
- 2.6. We recognise the value of involving former service users as volunteers and we will seek to facilitate such involvement wherever possible. It is not always appropriate for current or former service users to be involved in the service they attend; however, this is at the discretion of the Senior Management Team and volunteer recruitment and vetting procedures will still apply.
- 2.7. Restitute will provide induction, information, any learning, and support to its volunteers appropriate to their volunteer role.
- 2.8. Restitute is committed to safeguarding and promoting the welfare of 3rd party victims of violent and sexual crimes and their families.
- 2.9. Restitute is committed to equal opportunities in relation to the recruitment, selection and involvement of volunteers, and will be recruited in accordance with safer recruitment guidelines as per the Guidance for recruiting, selecting and managing volunteers' document.
- 2.10. This policy enables Restitute to optimise the benefits of volunteering, meet regulatory requirements, and ensure that volunteering is undertaken safely and effectively.
- 2.11. Restitute is committed to furthering equality, diversity and inclusion. It is important that our volunteers are reflective of the diverse nature of Restitute service users and the communities in which it works. We will actively seek ways to widely promote our work and volunteering opportunities.
- 2.12. Restitute values the contribution of volunteers and welcomes feedback about all aspects of our work. We recognise the importance of the experience and expertise of volunteers and will strive to involve volunteers in our review and planning processes.

- 2.13. Restitute is committed to providing a positive and useful experience for our volunteers, we will strive to collaborate with volunteers so that they feel part of the Restitute workforce, engaged in our work and able to fully participate.
- 2.14. Volunteers increase our capacity to fulfil our mission statement and deliver on our objectives. They keep Restitute in touch with our purpose and provide a wide range of relevant skills and perspectives that improve the work we do.
- 2.15. Restitute will strive to make information accessible and relevant. Opportunities to develop knowledge and skills will also be provided as appropriate. This includes providing access to the following:
  - Training
  - Other relevant learning and development opportunities
  - Support and supervision
  - Orientation Days
  - Team meetings
  - Celebration events
- 2.16. On occasion, a specific volunteering role may end because it is no longer required by the service. In these cases, we will try to find another suitable role for the volunteer, where possible.
- 2.17. Volunteers must be over the age of 18.

### **3. *Monitoring and Review Policy***

- 3.1. The Network and Outreach Manager will be responsible for monitoring compliance and the effectiveness of this policy to ensure volunteers are being professionally managed and supported.
- 3.2. The Network and Outreach Manager will collate feedback from volunteers, employees and service users to inform the development of our volunteering offer.

### **4. *Who This Policy Applies To***

- 4.1. This policy is applicable to all Restitute employees, trustees, agency staff, apprentices, and volunteers.

### **5. *Types of Volunteers***

- 5.1. The Organisation recognises three different types of volunteers.
- 5.2. **Occasional Volunteers**
  - 5.2.1. 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.
- 5.3. **Regular Volunteers**
  - 5.3.1. 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.
- 5.4. **Management**
  - 5.4.1. These people hold positions of responsibility and have been selected on the basis of their skills and experience.

### **6. *Roles and responsibilities***

- 6.1. The Network and Outreach Manager is the key contact for volunteering across Restitute

6.1.1. **The Network and Outreach Manager will:**

- Restitute is committed to good practice when supporting its volunteers.
- All regular volunteers and committee members will sign the volunteer agreement.
- Communicate relevant volunteering information to employees, volunteers, and external agencies.
- The Network and Outreach Manager will make ongoing efforts to identify volunteering roles, recruit and support volunteers effectively whose skills and interest match the appropriate needs of Restitute.
- Restitute 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.
- Restitute will provide induction, information, any learning and support to its volunteers appropriate to their volunteer role.
- Ensure regular opportunities for volunteers to feedback and that new ideas, perspectives and opportunities are harnessed to contribute to our continuous cycles of development.
- Maintain a safe and healthy working environment for volunteers, as far as is reasonably practicable, and be treated with respect and courtesy.
- Inspire volunteers to fully integrate into Restitute and actively encourage participation.

6.1.2. **Network and Outreach Manager and staff managing volunteers will:**

- Ensure that volunteers and staff managing volunteers are sufficiently supported in accordance with the Guidance for Recruiting, Selecting and Managing Volunteers document.
- Provide a reference for volunteers after six months of volunteering, explicitly stating they are/were a volunteer with Restitute.
- Have responsibility for the safe recruitment, selection, and general management of volunteers within their teams.
- Ensure risk assessments for volunteer roles are completed and up to date.
- Ensure that their service and team is adequately prepared and has capacity to welcome and support volunteers.
- Responsibility for the day-to-day management of volunteers may be delegated to a Network and Outreach Manager. This person may typically perform tasks such as volunteer interviews, inductions, organising rotas, maintaining records, acting as the point of contact for volunteers and liaising with the Network and Outreach Manager.
- Be responsible for the Restitute's overall volunteer administration (except DBS's).
- Ensure DBS checks are implemented on volunteers who are eligible for such checks and encourage volunteers to register with the DBS update service.
- Consider the cost implications and required resource of volunteering as part of their budget, including ongoing training, volunteer expenses and access to equipment where applicable.
- Enable volunteers to contribute to their teams and promote an inclusive, respectful environment.

### 6.1.3. **Volunteers will:**

- All volunteers [and Committee Member] will be asked to complete a registration form, provide references and attend an informal interview.
- Where eligible, volunteer roles may be subject to a DBS check and all volunteers will be subject to safer recruitment and vetting processes, before they commence their role. These include application form, interview, satisfactory, references, ensuring appropriate and any relevant qualifications, identification, induction and core training is in place, as well as completing risk assessments, where relevant.
- Restitute will, whenever possible, give volunteers work that is satisfying and appropriate to their interest. Their contribution and their role will be clearly explained and mutually agreed.
- 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.
- Volunteers compliment the work of employees by enhancing the quality, range and flexibility of service delivery and level of commitment they are able to give. We will try to work within these constraints. As such, volunteers should not routinely be used to cover the absence of employees. Line Managers are encouraged to use volunteers innovatively to develop and build on core services.
- Complete specified induction, information, support, and training in a timely manner, as per their agreed role and work in accordance with Restitute policy and procedure.
- Volunteers will provide Restitute with details of relevant medical conditions, additional needs, or changes in personal circumstance that may impact the volunteering role or ongoing risk assessment, so that we can provide appropriate support and access, to continue the role safely and successfully.
- Volunteers have the right to express their views within the organisational structure and will work together within the Organisation's rules, policies and procedures.
- Volunteers will treat each other and be treated with respect and courtesy.
- Participate in support and review sessions and provide regular feedback to aid ongoing development of the volunteer, the role, the service and Restitute.
- Engage and participate with Restitute, including informing us of any absences or circumstances that may bring their volunteering to an end, as soon as is practicable.
- Work to the best of their ability and take reasonable precautions to keep themselves and others safe.
- Assist Restitute in creating an inclusive working environment that advocates for dignity and respect for all done.
- Human Resources are responsible for setting up new DBS applications for volunteers, for storing DBS records securely and destroying them once the retention period has elapsed.
- Restitute will treat all information collected in this process with strict confidentiality and any details will be made accessible to the volunteer on written request.
- Volunteers are entitled to refuse demands they consider unrealistic, not part of their role, or if they do not have the necessary skills to safely undertake a particular task.

## 6.2. Volunteer agreement and work outline

- 6.2.1. Regular volunteers and committee members will be asked to sign a volunteer agreement outlining the commitment and expectations of Restitute and the role or specific tasks that the volunteer has offered to undertake. A representative of the Management will also sign this agreement.
- 6.2.2. 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.

## **7. Commitment**

- 7.1. 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.
- 7.2. Volunteers are free to leave their voluntary role at any time.
- 7.3. 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.

## **8. Support and Supervision**

- 8.1. 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.

## **9. Health and Safety**

- 9.1. Restitute 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.

## **10. Expenses**

- 10.1. Restitute will endeavour to ensure that volunteers are not out of pocket as a result of their activities with the organisation. Although volunteers are not paid for their time, they should be reimbursed for other expenses such as travel and subsistence.
- 10.2. To claim expenses, supporting receipts must be provided.

## **11. Insurance**

- 11.1. Restitute volunteers are covered by our employer's public liability, professional indemnity and personal accident insurance while engaged in approved work for the Organisation.
- 11.2. Line Managers must follow the Insurance Guidance to ensure that additional cover is obtained for off-site activities, fundraisers and any other activities which are not part of routine service delivery.

## **12. Equal Opportunities**

- 12.1. All volunteers are required to make a commitment to equal opportunities. Volunteers will be provided with a copy of the Restitute EDI Policy and will be supported in its practice. Our aim is to ensure that volunteers are treated in a fair and consistent way.

### **13. Confidentiality**

- 13.1. Volunteers will be asked to sign a confidentiality agreement and follow its principles.
- 13.2. Volunteers will have access to personal information about some individuals. Some volunteers will also hold information about, for example, financial and personnel matters.
- 13.3. Restitute 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.

### **14. Resolving concerns**

- 14.1. Restitute aims to identify and resolve problems at the earliest possible stage. In the first instance you should discuss these with your supervisor. I
- 14.2. 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.
- 14.3. If necessary, he / she will then refer the matter to the Management Board who will provide you with their response as quickly as possible.

### **15. Training**

- 15.1. Restitute employees and volunteers should be made aware of this policy as part of their induction.
- 15.2. Restitute will provide appropriate training and support to volunteers to enable them to carry out their role safely and effectively, whilst meeting the needs of the organisation.
- 15.3. Volunteers will receive an induction when they start, those managing volunteers are responsible for ensuring the induction meets the needs of the volunteer and the service.
- 15.4. The induction must cover all points highlighted in the Volunteer Induction Checklist, as well as any service specific and local information relevant to the service.
- 15.5. Volunteers are encouraged to attend an organisational orientation day. The Network and Outreach Manager will liaise with the Network and Outreach Manager to invite new volunteers. If issues of this nature arise it is the responsibility of the mediator to suspend the mediation and report it to the Company.

### **16. Dissemination and implementation**

- 16.1. 7.1 This policy will be placed on the Hive and employees and volunteers will be emailed a link to it whenever it is updated.
- 16.2. 7.2 Employees with a volunteer management responsibility will be invited to meet with the Network and Outreach Manager as part of their induction.

### **17. Complaints**

- 17.1. We are committed to fairly resolving issues raised by our volunteers and will work in collaboration with volunteers to address any issues. Volunteers are encouraged to access the problem-solving procedure to raise concerns they have about their management, support, training, relationships with colleagues, or any other issue relating to their role with Restitute.

- 17.2. Volunteers are not subject to Restitute disciplinary procedure and issues should be addressed as outlined above. However, with the agreement of the Network and Outreach Manger, Line Managers may end a volunteering opportunity for volunteers who are responsible for serious breaches of policy, or who consistently fail to meet the required standards.
- 17.3. Complaints from service users in relation to a volunteer should be referred to the relevant line manager.

**Last Review Date:** February 2025

**Next Review Date:** February 2026