

Volunteer Policy

1. Introduction

a. **Mission Statement.**

To promote the social, emotional, spiritual and physical well-being of older people and their carers, in a caring environment which respects their individuality and promotes independence.

To promote awareness of the needs of frail and vulnerable older people and their carers, by working alongside them and enabling their voice to be heard.

To promote the ethos of caring and social responsibility through our commitment to volunteering and community involvement.

- b. Age UK Barnet looks on volunteers as crucial to this mission. Volunteers play an important role in ensuring that our services meet the needs of our clients. They are a valuable source of new skills and ideas and increase our contact with the local community we serve.

2. The Role of Volunteers.

- a. Age UK Barnet recognises the impact that volunteers make and will ensure they are properly integrated into the organisation.
- b. Volunteers undertake valuable, clearly defined tasks within the organisation.
- c. Volunteers work alongside paid staff but are distinct from paid staff. Age UK Barnet does not aim to introduce volunteers to replace paid staff.

3. Recruitment

- a. During the recruitment process prospective volunteers will be informed about the needs of Age UK Barnet users and the volunteering opportunities offered.
- b. All prospective volunteers will be interviewed.
- c. At interview prospective volunteers will be asked about their specific needs in volunteering and what they would like to do at Age UK Barnet.
- d. At interview volunteers will be asked about their skills and interests and how these could be developed in line with the needs of the organisation.
- e. During the induction process prospective volunteers will be given information about Age UK Barnet, the nature and structure of the organisation, what it does and how it works.
- f. All prospective volunteers will be required to enter into a Volunteer Agreement and be given a written Role Description.

- g. All volunteers will be required to provide Age UK Barnet with two satisfactory references in advance of working. In some instances, a DBS check may be undertaken or existing ones verified.

4. Induction and Training

- a. All volunteers will receive an induction into Age UK Barnet and into the specific area in which they are working.
- b. At induction all volunteers will be appointed a supervisor.
- c. Volunteers will be given training in order to carry out their role effectively, and in accordance with Age UK Barnet's Health and Safety Policy. Every opportunity will be given to volunteers to develop their skills.

5. Support

- a. All volunteers will be given a copy of Age UK Barnet Volunteers Handbook containing information and guidelines regarding all aspects of volunteering at Age UK Barnet.
- b. The Volunteer Manager is responsible for the recruitment, selection, training and overall support of volunteers.
- c. Volunteers will be supported at all times by their supervisor who will be there to discuss progress, future development and to air any problems.
- d. There will be regular volunteer meetings and staff/volunteer open meetings. Social media and the internet will also be utilised in order to give volunteers advice within the organisation.
- e. Volunteers are encouraged to express their views about matters concerning the organisation and will be offered opportunities to contribute to the development of Age UK Barnet services.
- f. Volunteer social events will be held in recognition of the work done by volunteers at Age UK Barnet.
- g. Age UK Barnet will aim to identify and resolve any problems at the earliest possible stage. Complaints by or about volunteers will be dealt with in line with Age UK Barnet's complaints/grievance procedure as appropriate.

6. Expenses and Insurance

- a. All volunteers will have the opportunity for their travel and other expenses on behalf of Age UK Barnet reimbursed.

- b. All volunteers are covered by Age UK Barnet's insurance policy whilst they are on the premises or engaged in work on Age UK Barnet's behalf.

7. Health and Safety

All volunteers are covered by Age UK Barnet's Health and Safety Policy, a copy of which can be found on the Age UK Barnet's website volunteering section.

8. Equality and Diversity

Age UK Barnet operates an equality and diversity policy in respect of both paid staff and volunteers. A copy of this can be found on the Age UK Barnet's website volunteering section.

9. Confidentiality

All volunteers will be bound by the same requirements of confidentiality as paid staff. A summary of Age UK Barnet's Confidentiality Policy can be found in the Volunteers Handbook, and the full policy on Age UK Barnet's website, volunteering section.