

VOLUNTEERING POLICY

Reviewed: September 2023

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1. Introduction

- 1.1 Age UK Enfield is a voluntary organisation which exists to promote the well-being of all older people and their carers in the London Borough of Enfield. Its work is underpinned by the belief that all older people are individuals with the right to:
- respect for their individuality
 - independence
 - privacy and dignity
 - informed choices
 - the chance to develop new skills and knowledge
 - have their views heard
- 1.2 The policy seeks to establish clear principles for the involvement of volunteers in the organisation so that staff and volunteers are able to work together to provide high quality services for older people. Volunteers are an invaluable resource, and the organisation wishes to ensure that volunteers find their roles rewarding and feel their time is spent effectively.

2. The Role of Volunteers

- 2.1 A volunteer is someone who chooses to undertake work for Age UK Enfield through the giving of their time, skills and experience without payment beyond the reimbursement of out-of-pocket expenses.
- 2.2 Volunteers carry out a varied range of tasks in Age UK Enfield which might include, for example, as a walk leader, providing admin support, assisting at events and activities, providing information and working in the Parker Centre. The work of our volunteers complements, but does not replace, the work of paid staff.
- 2.3 Age UK Enfield involves volunteers from diverse backgrounds to help the organisation work more effectively with older people from all parts of the community. Volunteers add value to its work by increasing its understanding of older people's needs and bringing a different perspective to that of professional paid staff. Without the contribution of volunteers, it would only be able to achieve a small percentage of its work with and for older people.

- 2.4 It is not the intention of the organisation to enter into a formal employment contract with the volunteers. However, as a responsible organisation, training, support and guidance will be offered. The reasonable hopes and expectations of both Age UK Enfield and a volunteer are outlined in the Volunteer Handbook.

3. Recruitment & Selection

- 3.1 Age UK Enfield will seek to recruit volunteers from various backgrounds in accordance with its equality and diversity principles. The volunteer coordinator will carry out an informal interview with volunteers, ask them to complete an application form, provide two referees and ask permission for a DBS (police) check to be made. Tasks will be clearly defined so that staff and volunteers, including trustees, are sure of their respective roles. A written role outline will be issued to each volunteer describing the activities they will be undertaking with the organisation.

4. Support for Volunteers

- 4.1 The organisation will provide an induction programme and an initial review session for volunteers to assess the early progress of their placements and to discuss any issues that may arise.
- 4.2 **Managers will be responsible for the support of volunteers working on their project. Volunteers will be asked to attend an annual session with their manager(s) to discuss their role and will be offered ongoing support and guidance as appropriate. The type of support will vary across the organisation, but may be on a 1-1 basis or in groups for mutual support.**
- 4.3 All volunteers will be offered access to appropriate training to enable them to develop in relation to their volunteering role. The type of training will vary depending on the type of placement, but all volunteers will be required to attend the corporate induction training.
- 4.4 The organisation acknowledges the contribution of volunteers in different ways, for example by the award of certificates from time to time and by arranging social activities.

5. Legal and Other Requirements

- 5.1 **Age UK has insurance cover which extends to the activities of volunteers. If volunteers use their cars during the course of their duties, they are required to obtain confirmation from their insurers that they are covered.**
- 5.2 Age UK Enfield will reimburse out-of-pocket expenses according to the organisation's Expenses Procedure – a copy of which will be provided during the induction.
- 5.3 To ensure Age UK Enfield and its services comply with the law and good practice, volunteers are asked to operate within all relevant aspects of the

organisation's Health & Safety policy, to have regard for its equality and diversity principles and to maintain confidentiality. Further information will be included in the induction.

- 5.4 Age UK Enfield volunteering policies and procedures will be reviewed every three years and on occasions earlier if there are changes in law, good practice guidance or internal staffing which may affect volunteering within the organisation.

6. Dealing with Issues

- 6.1 Age UK Enfield aims to create an environment where people feel able to express their views and discuss issues. Should any issues occur which cannot be resolved by informal discussion, we have resolving issues guidelines which can be found in the volunteer handbook.

7. Communication

- 7.1 **Volunteers will receive information to keep them up to date with developments within Age UK Enfield. The organisation encourages and welcomes feedback from volunteers on their experience of working with the organisation and will seek any comments or views on services to assist its planning for the future.**