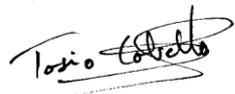


AUKKC Volunteer Policy

Document Control Information

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2.0	Oct 2015	Policy added to MDI. Full review of content scheduled	Richard Brine
2.1	Feb 2018	Update of content	Tasio Cabello

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CONSULTATION TRACKING SHEET

This document must be completed and accompany the document through the final ratification and authorisation process. A copy of this sheet should be included at the front of the final published policy.

Name of Document: AUKKC Volunteer Policy

Name of person / team / committee asked to provide feedback	Date feedback request sent	Feedback received (Y/N)	Feedback incorporated into Policy (Y/N)

Document History and Change Record

The following are registered holders of controlled copies of this document:

Position	Version
Business Manager (Management Representative)	2.0

Amendment History			
Version	Date	Amendment	Approved By
2.0	Oct 2015	Document control information added	Richard Brine

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Volunteer Policy

1 Introduction

1.1 Age UK Kensington & Chelsea is an independent charity and a company limited by guarantee. We are a member of the Age UK Federation and our purpose is to *'maintain independence and promoting the wellbeing of all older people in the Borough of Kensington & Chelsea'*

1.2 In Age UK Kensington & Chelsea we are committed to involving a diverse range of people in our work through both formal volunteering and community activities.

We do this because we believe that:-

- Volunteers bring a diversity of age, experience, cultural background, professional expertise and their involvement within communities, to our work. This adds value to our understanding of, and response to, older people's needs, for example through our volunteer Trustee Board;
- Through the involvement of volunteers we can also involve local communities in our work and contribute to the building and support of these communities which are vital to the wellbeing of older people;
- Without the contribution of volunteers, we would only be able to achieve a small percentage of our work with and for older people.

1.3 In the Age UK Federation, a volunteer is anyone who freely chooses to undertake work for Age UK through the giving of their time, skills and experience without financial remuneration beyond the reimbursement of out of pocket expenses. It is work undertaken by choice and is unpaid.

Age UK Kensington & Chelsea undertakes to organise this work effectively.

1.4 Age UK Kensington & Chelsea volunteers:-

- Help with the delivery of services and community activities.
- Provide support with IT and office administration.
- Help promote our services to raise funds to support our work.
- Serve as Trustees on our Board of Management.
- Contribute with their feedbacks to improve the way we work.
- Help with promoting our services among older people and other organizations.

1.5 We believe that our relationship with volunteers should be one of mutual responsibility and commitment within which Age UK Kensington & Chelsea and volunteers have both rights and responsibilities.

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We aim to ensure that volunteers enjoy their involvement with us and gain from it in terms of their own personal objectives.

2 Purpose of this policy

2.1 Our purpose in adopting this policy is to:-

- Confirm our commitment to involving volunteers in our work and to reflect the purpose, values and aims of Age UK Kensington & Chelsea in this involvement.
 - Highlight and acknowledge the value of the contribution made by volunteers, recognising the respective roles, rights and responsibilities of volunteers in Age UK Kensington & Chelsea.
 - Establish clear principles for the involvement of volunteers, clarify their roles and the relationships between them, those who involve them and those who receive their services or work alongside them.
 - Help to ensure the quality of both the volunteering opportunities on offer and the work carried out by volunteers.
 - Support volunteers to develop their potential through training and supervision.

2.2 The policy is intended for internal management guidance only and does not constitute, neither implicitly or explicitly, a binding contractual or personal agreement.

3 Scope of the volunteer policy

Unless specifically stated, this policy applies to all volunteers involved in any activity, service or project undertaken by, or on behalf of, Age UK Kensington & Chelsea, to all its paid staff and sites of operation and to all volunteer trustees.

4 Codes of practice

4.1 General

In involving volunteers we will be guided by the following principles of good practice:-

- Tasks and role descriptions will be clearly defined so that all concerned with volunteers' activities are sure of their respective roles and responsibilities.
- Records will be kept of work done by volunteers as a basis for monitoring and support, and volunteers will have access to their records.
- Volunteer roles will complement, not replace, the work of paid staff.
- The role of volunteers will be made explicit in all Age UK Kensington & Chelsea policies where appropriate. Where this is not possible a separate policy and procedure covering volunteering will be developed.
- Policy and procedures for involving volunteers in our work will be monitored and reviewed regularly.

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- The Volunteers' handbook will be provided in the induction/interview. It will be a reference for the volunteers supporting them in their role.
- Ongoing training session will give the chance to volunteer to develop their skills.

4.2 Recruitment and selection

Age UK Kensington and Chelsea's Equal Opportunities Policy will apply in the recruitment and selection of volunteers.

Specifically,

- The range of volunteering opportunities within Age UK Kensington & Chelsea will be included in all publicity material and on the organisation's website.
- Volunteer recruitment will be on the basis of specific opportunities arising in defined roles and tasks within the different services and teams.
- These opportunities will be advertised using a variety of means to ensure as wide a range of interest as possible. The effectiveness of this advertising will be regularly reviewed in line with our equal opportunities policy.
- From time to time volunteers will be recruited to participate in specific events and activities and these opportunities will be advertised as appropriate to the event or activity, e.g. the Annual Valentine's Party or Tea Dance.
- Recruitment to specific volunteer vacancies will be on the basis of a completed application form (including 2 satisfactory references) and informal interview to ensure that the volunteer role is matched to the applicant's goals and expectations; and that their skills match the requirements for the role. All applications will be responded to within 10 working days.
- From time to time we will maintain a short waiting list for specific volunteering opportunities as is appropriate.
- All volunteers will need to provide references. Volunteers working face to face with vulnerable older people, or in other situations in which a relationship base on trust can be built (e.g. telephone befriending) we Age UK K&C, will have to receive a satisfactory Criminal Records check through the Disclosure and Barring Service (DBS) before starting their placement. Volunteers working in a group setting or in the office, even accessing to Age UK Kensington and Chelsea databases and client files, will not necessarily need to be CRB check, following guidelines from the CRB Office.

4.3 Support and development for Volunteers

- Age UK Kensington & Chelsea will ensure it has adequate financial and personnel resources necessary to support this policy. The level of support to be provided will be decided each year during the annual budget setting and work planning process.
- Volunteers, and the work carried out by volunteers, are included in all our insurance policies and cover arrangements.

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- Each volunteer will be supported by a named member of staff and will be given details of who to contact in case of emergency or in the absence of their named support.
- At the start of their involvement with Age UK Kensington & Chelsea each volunteer will be supported through a formal induction process providing the information and training needed to help achieve their goals.
- Once the induction has been completed each volunteer will receive ongoing support and training, with regular review sessions to enable both parties to assess the progress of their placements and resolve any problems at an early stage.
- Volunteers got the right to ask for support and supervision when needed to help them develop their role as volunteers. This support will have the adequate level of flexibility in order to accommodate personal needs and circumstances.
- Volunteers will be provided with meal, travel and 'out of pocket expenses'. The level of expenses will be reviewed annually during the budget setting process. All volunteers will be given clear information about what expenses can be claimed and how to make a claim.
- Volunteers will be given information on legislation and other policies which may affect them in their role at Age UK Kensington & Chelsea e.g. Health and Safety, Equal Opportunities, Grievance and harassment. In these respects volunteers will be treated in the same way as staff for liability purposes.
- Opportunities will be provided during the review process for changing/upgrading volunteer responsibilities as desired by the volunteer and appropriate to Age UK Kensington and Chelsea's needs.

4.4 Volunteers on Age UK Kensington and Chelsea's Board of Trustees

To support our Trustees, we will provide:-

- An induction on the role and responsibilities of Board members and Age UK Kensington and Chelsea's work.
- Opportunities to meet with staff and key volunteers of their choice.
- Written information and reports in good time on matters related to the governance of the organisation, Age UK Kensington and Chelsea's Memorandum and Articles of Association and other relevant legislation.

4.5 Rights and responsibilities of volunteers

In engaging volunteers, we recognise the rights of volunteers to:-

- Know what is expected of them and to be given clear information.
- Have clearly specified lines of support and supervision.
- Be shown recognition and appreciation.
- Be insured and have safe working conditions.
- Know what their rights and responsibilities are if something goes wrong.
- Be paid out of pocket expenses.
- Be trained and receive ongoing opportunities for learning and development.

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- Be free from discrimination.
- Experience personal development through their participation as volunteers.
- Ask for a reference.
- Be consulted on decisions which affect what they do.
- Withdraw from voluntary work.

We expect that volunteers will:

- Carry out their tasks in a way which corresponds to the aims and values of Age UK Kensington and Chelsea.
- Work within agreed guidelines and remits.
- Be reliable.
- Respect confidentiality and follow our confidentiality policy.
- Attend training and support sessions where agreed.
- Not discriminate against volunteers, staff, users and others associated with Age UK Kensington and Chelsea in line with the Equal Opportunities Policy.
- Maintain the good name of Age UK.

4.6 Relationship with paid staff

- We will ensure that paid staff at all levels are clear about the role of volunteers and that good working relationships are fostered between them and volunteers.
- Appropriate training, support and resources will be provided for those who work alongside volunteers and for those who have a managerial role in relation to them.
- Volunteers will be given clear information about the roles undertaken by paid staff and of their value to Age UK Kensington and Chelsea.

4.7 Contracts and Service Level Agreements

In entering into contracts or service level agreements, which involve volunteers, we will ensure that:-

- The role of volunteers is made clear and that satisfactory arrangements are in place for their management and support.
- The terms of the contract or service level agreement provide for the necessary resources to involve volunteers.
- The impact of volunteering and its benefits are promoted and acknowledged.

4.8 Support for volunteering

In all our relationships with other groups, organisations or partners we will:-

- Promote volunteering as an important means of contributing to the building and support of active and sustainable communities.
- Promote good practice in volunteering.
- We will develop relationships with the local volunteering sector (those organisations which support volunteering) on the following principles: there is a need for a strategic approach to the development of volunteering locally; there is

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a need to support the work of local volunteering development agencies e.g. Volunteer Centres, in providing leadership in developing awareness of and standards of practice in volunteering locally.

- Participate and contribute to the development of volunteering with our partners in the Age UK Federation

4.9 Action Plans and reviewing policy and procedures

- Age UK Kensington & Chelsea will produce an annual plan for volunteer involvement.
- Age UK Kensington & Chelsea will monitor and review this policy and procedures on volunteering on an annual basis.

Responsibility for ensuring this happens will come within the remit of the Chief Officer