

Age UK Waltham Forest was founded in 1982. It is a registered charity and a company limited by guarantee. Our mission is to promote the well being of all older adults and to help make later life a fulfilling and enjoyable experience.

Age UK Waltham Forest is a member of the Age UK federation but we are an independent charity that has to raise all its own funds for our work in Waltham Forest.

Mission Statement

AGE UK WALTHAM FOREST AIMS TO:

Improve the quality of life for older adults in Waltham Forest by:

- Providing direct services
- Campaigning for the rights of older adults
- Participating in joint planning with statutory authorities and non-governmental organisations

Age UK Waltham Forest is an Equal Opportunity Organisation and celebrates diversity.

Why do we involve volunteers?

- To increase our contact with the local community we serve
- To benefit from the skills, experience and perspectives volunteers bring with them
- To offer our volunteers new skills and experiences
- To ensure that our services meet the needs of our clients
- To engage local people in a way that increases wellbeing.

Recruitment

- Age UK Waltham Forest aims to identify worthwhile and satisfying opportunities for volunteers
- Age UK Waltham Forest produces a volunteer role description for all voluntary opportunities
- Age UK Waltham Forest will operate its Equal Opportunities policy at all times in relation to both recruitment and support of volunteers
- Discussions will be held with all prospective volunteers to ensure that their skills and interest are best served by the volunteering opportunity. References will be taken up.
- Age UK Waltham Forest's volunteers are not introduced to replace paid staff.

Induction

- All volunteers must attend to a structured induction session to familiarise themselves with the work of Age UK Waltham Forest in general and their own area of work. Training will be offered where it helps them fulfil their role effectively and as funds permit.
- All volunteers will be asked to sign a Volunteer Agreement which outlines the rules and principles of the organisation. These will be explained and copies of appropriate policies and procedures made available.
- All volunteers will be briefed about the importance of maintaining confidentiality.

Support

- All volunteers will have a named person as their contact. They will be provided with supervision and support.
-

- All volunteers are covered by Age UK Waltham Forest's insurance policy while they are on the premises or engaged in Age UK Waltham Forest's work.
- Age UK Waltham Forest will ensure that volunteers are made aware of health and safety procedures and requirements, and will, as far as practical, provide a safe environment for volunteers.

Confidentiality

- This organisation's process requires an explicit confidentiality policy, which all workers, which includes Management Committee, volunteers and staff, are obliged to observe.
- Age UK Waltham Forest will respect the confidentiality of volunteers and will not release any information about them without their agreement.

Expenses

Most of Age UK Waltham Forest's volunteers do not claim travel expenses and this helps us keep costs down. However, we recognise that, if you are on a low income and you are not entitled to free travel, you may need to claim travel expenses in order to be able to volunteer.

Age UK Waltham Forest will reimburse reasonable travel expenses however if you are in receipt of a Freedom Pass you will be required to use that for travel. Expenses must be agreed beforehand with the appropriate line manager. Expense claims must be made using the Expenses Claim Form and be supported by receipts. Claims that are more than 3 months old will not be accepted.

Resolving Problems

The relationship between the organisation and its volunteer workers is entirely voluntary and does not imply any contract. However, it is important that the organisation is able to maintain its agreed standards of service to the clients who use it, and it is also important that volunteers should enjoy making their contribution to this service.

If your role as a volunteer does not meet with the organisation's standards, here is how it will be dealt with:

1. Initially with a meeting with the project leader who will explain the concerns.
2. If this does not resolve the concern then a meeting with the Chief Executive will be convened.
3. If your work still does not meet with our standards then we shall have to stop using your services.

If you are dissatisfied with any aspect of your work you should:

1. Initially explain your dissatisfaction with the project leader
2. If that does not resolve the concern then a meeting with the Chief Executive should be convened
3. If after this, your dissatisfaction remains unresolved, and we are unable to resolve your grievance, then it would be inappropriate for you to continue to be a volunteer.

Termination

Age UK Waltham Forest reserves the right to terminate your volunteer relationship. This will be done in writing. We will, where possible, try and give volunteers at least 2 weeks notice of termination of the volunteering relationship but we reserve the right to terminate the volunteer relationship without notice at any time without prejudice.

If you wish to withdraw from your voluntary role you are asked to give the project leader as much notice as possible. We would appreciate at least 1 month's notice of you leaving your role. You will be offered an exit interview upon leaving your voluntary role.

This Volunteer policy is freely accessible to all. It will be reviewed on a yearly basis to adapt or improve it.

Next Review due February 2022