



Volunteer Recruitment Policy

Introduction

This policy sets out the broad principles for voluntary involvement in **Kegworth Community Library (KCL)**. It is of relevance to all within the organisation.

This policy is endorsed by **KCL** and will be reviewed annually to ensure that it remains appropriate to the needs of the Library and Its Volunteers.

Although Volunteers offer time freely and willingly without binding obligation, there is a presumption of mutual support and reliability. Reciprocal expectations are acknowledged – both with what the organisation expects from Volunteers and what Volunteers can expect from the organisation.

KCL is committed to involving Volunteers directly within the organisation to:

Contribute to the delivery of our services.

- Form our board of management.
- Make sure we are responsive to the needs of our users.
- Provide different skills and perspectives.
- Offer opportunities for participation by people who might otherwise be excluded.

This Volunteer Recruitment Policy sets out the principles and practice by which we involve Volunteers. The Volunteer Handbook gives further details about the support and procedures in place for Volunteers.

Principles

KCL recognises the value of volunteering and realises that it is a commitment of time and energy for the benefit of society and the community. **KCL** seeks to involve Volunteers in ways that further its work and enhances its services. In turn, **KCL** expects its Volunteers to uphold its values and objectives.

Volunteering should be a fulfilling experience. Through adequate support and supervision, Volunteers should be able to develop, expand and change their area of volunteering where appropriate. Volunteers can therefore expect to be given support and to have their rights as individuals upheld.

KCL will aim to:

- Match the time, skills and experience of its Volunteers to a suitable volunteering opportunity.
- Ensure each Volunteer receives appropriate training and support.
- Resolve any complaints raised by a Volunteer in a timely fashion and in line with our Volunteer Complaints & Disputes Policy.
- Ensure that each Volunteer is supported when needed.
- Foster a friendly and supportive atmosphere for Volunteers and make volunteering a positive experience.
- Reimburse reasonable expenses incurred. These expenses must be agreed up front with the Volunteer Co-ordinator and are payable against a valid receipt
- Recognise that the benefits that voluntary work brings to Volunteers themselves, to service users and to the organisation.
- Ensure that Volunteers are properly integrated into the organisational structure and that mechanisms are in place for them to contribute to **KCL's** work.
- Endeavour to involve Volunteers from a wide range of backgrounds and abilities and ensure its volunteering opportunities are as accessible as possible.

In return, **KCL** asks the following of its Volunteers:

- Maintain and uphold the good name and reputation of **KCL**.
- Treat all members, officers, service users and members of the public with respect and dignity.
- Adhere to the policies and procedures of **KCL**.

Recruitment

Recruitment of Volunteers will generally be from all sections of the community, and will be in line with **KCL's** Equal Opportunities and Diversity Policy. Positive action in recruitment may be used where appropriate.

The Volunteer Co-ordinator will prepare volunteer task roles which outline the nature of the activity, skills required and opportunities. These will be used to advertise roles. Anyone who wishes to become a Volunteer will need to complete a Volunteer Application Form. The information asked for is on a 'need to know' basis, is regarded as confidential and is used to find out more about the potential Volunteer and their volunteering preferences, and adapting them when appropriate to accommodate peoples needs.

- All Volunteers will be required to provide the names of two referees who have agreed to provide a reference on behalf of the Volunteer.
- Depending on the nature of the volunteering opportunity, **KCL** may need to understand specific health issues in order to assess whether reasonable adjustments can be made.

Providing good support and supervision, appropriate training and maintaining regular contact are always important especially if Volunteers work with vulnerable people. Any issues of suitability that cause concern will be referred to the Volunteer Co-ordinator for additional support and guidance.

Decisions about a Volunteer's suitability for a placement will be taken by **KCL** and the only information remaining on file should relate to the outcome and not the details of the check. Volunteers who are considered unsuitable for a particular task will, where possible, be offered alternative voluntary involvement with the organisation, or will be signposted to other volunteering opportunities.

The acceptance of Volunteer assistance for a particular role is made on merit, the sole selection criterion being the individual's suitability to carry out agreed tasks.

Sometimes it is not possible to accept every offer of volunteering help. This can be for a number of reasons e.g. lack of space or accommodation, sufficient Volunteers doing that activity or no opportunity available for the type of activity he or she wishes to do. In some cases, the Volunteer may not be suitable for the activity.

KCL will inform the Volunteer of its decision within a reasonable period of time and in an honest, but sensitive manner and state how his/her offer of help is appreciated. Any reason(s) why she/he may not be involved should be explained clearly, but tactfully and if possible, the reasons given.

The issue of turning down a Volunteer should not just be avoided. A Volunteer who has been turned down may be signposted to the local volunteer centre where alternative options and opportunities can be explored.

Volunteer Expectations and Work Outlines

The Volunteer role at **KCL** is wide and varied. Volunteers are given the opportunity to feedback through the shift log, speak to the Volunteer Co-ordinator or any Trustee regularly and attend regular catch-up meetings. The task description will be prepared in conjunction with the Volunteer. It might be a volunteering placement is established in agreement as a trial period.

KCL expects Volunteers to:

- Be reliable and honest.
- Work within agreed guidelines.
- Have adequate support in their volunteering role.
- Make the most of training and support opportunities.
- Carry out tasks in a professional way that reflects the aims and values of **KCL**.
- Respect the work of **KCL**.
- Comply with the Policies of **KCL** such as equal opportunities and health and safety.
- Make supervisors aware of any potentially dangerous or hazardous conditions.
- Respect confidential information.
- Not undertake actions that bring **KCL** into disrepute.

Induction and Training

New Volunteers will be properly inducted into **KCL**. This includes being properly briefed about the activities to be undertaken and given all the necessary information and skills to enable them to perform with confidence. Volunteers will also be introduced to all key contacts they will see on site. See appendix 1 Volunteer Induction Checklist.

All Volunteers will be made aware of and have access to all **KCL's** relevant policies, including those relating to volunteering, health and safety, safeguarding and equality and diversity.

The development of training and support for Volunteers is an ongoing. **KCL** aims to equip its Volunteers with the necessary information and skills to carry out their tasks.

Support

Volunteers will have the Volunteer Co-ordinator as their named contact person who will provide regular support. This support will provide the opportunity for ongoing dialogue about the development for the volunteering role and any advice and guidance as needed.

The Volunteer should be clear about the task associated with their voluntary role and be willing to undertake them. This written role or volunteer task description will clarify the role the Volunteer has agreed to do, the hours that they will be volunteering and what training, support and supervision will be provided. It should also give details about their named contact person and Volunteer Co-ordinator. All Volunteers will be introduced to the Volunteer Co-ordinator to whom they can take their volunteering concerns and seek guidance and support.

Risk assessments should be undertaken for any tasks undertaken by a Volunteer and the Volunteers should sign to say they have seen this. Furthermore, all Volunteers should be given a health and safety induction before they start. It is good practice to keep a record of safety checks that are undertaken and the actions taken to reduce risks and make hazards safe.

Volunteers should keep a record of all training undertaken.

The Volunteer's Voice

Volunteers will be consulted in decisions which affect them. **KCL** is committed to developing consultation and representational procedures for volunteers through the use of informal methods, the shift log and periodic open meetings.

Records and Confidentiality

KCL will advise the Volunteer on its Data Protection Policy and procedures.

This would include those relating to personal information held by **KCL** relating to the Volunteer.

The personal information provided by any Volunteer during the recruitment process will be treated as confidential. Confidentiality of a Volunteer's information also extends to that information disclosed during a training course, or during any support and supervision sessions.

Only relevant information is requested during the recruitment process and any written information is regarded as the property of the Volunteer concerned and is not disclosed to a third party without his/her informed consent. A Volunteer has the right of access to any personal information kept. Details of each Volunteer are to be kept securely with access limited on a 'need to know' basis, with access usually limited to the Volunteer Co-ordinator and the Trustees of **KCL**.

It is suggested that certain information, for example health information in the case of conditions like heart problems, epilepsy and diabetes, should be revealed to the Volunteer Co-ordinator so that should any problem occur can be dealt with promptly.

All Volunteers are asked to complete an Emergency Contact Form, so that the Volunteer Co-ordinator has a record of who to contact. Volunteers will also be asked to notify staff of any changes to personal details, such as address, telephone number and email. This information is also kept confidential and is not accessed until needed.

Expenses

KCL will ensure that there is a clear and accessible system to enable Volunteers to claim out of pocket expenses which is in the expenses policy.

KCL believes volunteers should not be out of pocket as a result of undertaking volunteering activity. It is acknowledged that some volunteers feel that they do not wish to claim reimbursement – but it is important for volunteers to be able to claim expenses. In addition, not claiming expenses can, in some cases, mask the true costs of involving volunteers within a project.

What can be reclaimed from **KCL** and the calculation of expenses will be explained to the Volunteer before they start any activity likely to give rise to expenses. All claims must be agreed in advance with the Volunteer Co-ordinator.

It is the responsibility of the Volunteer Co-ordinator or named contact to make Volunteers aware of the procedure for the reimbursement of expenses.

Insurance

Volunteers will be covered by insurance while carrying out agreed duties. Volunteers must behave responsibly, but beyond any acts, omissions or negligence on their part, their activities are insured. Volunteers have a responsibility to follow guidance and not act in a negligent manner.

KCL's liability insurance policies include the activities of Volunteers and liability towards them. However, it is the Volunteer's responsibility to make their own insurance arrangements for travel to the Library.

Health and Safety

KCL will take all reasonably practicable steps to ensure the Volunteer's health, safety and welfare while at work in accordance with **KCL's** Health and Safety Policy.

KCL will carry out a full risk assessment for key duties. This should include the level and type of risks to **KCL**, the Volunteer and other people the Volunteer will be in contact with. It should also include the action for mitigation of the risks.

Equal Opportunities

KCL is committed to equal opportunities and believes that volunteering should be open to all regardless of age, gender, ethnicity, ability, religion and political beliefs.

Volunteers and staff will work in accordance with **KCL's** Equality and Diversity Policy and will prevent discrimination on any grounds.

Problems

KCL has a policy to help deal with any problems arising with Volunteers, both in terms of concerns raised by the Volunteer and any concerns **KCL** may have with the performance of the Volunteer. In line with this policy Volunteers have the right to discuss any concerns they may have with the Volunteer Co-ordinator.

KCL aims to treat all Volunteers fairly, objectively and consistently. **KCL** seeks to ensure that Volunteer's views are heard, noted and acted upon promptly and aim for a positive and amicable solution based on **KCL's** guidelines for settling differences.

The Volunteer Co-ordinator supporting a Volunteer will be responsible for handling problems should they arise. If there is a dispute between the Volunteer and their supporting manager then the Trustees of **KCL** will assign someone to mediate and seek resolution.

This could cover a Volunteer's complaints about their experience, or complaints about a Volunteer's conduct. In the event of a problem, all relevant facts should be obtained as quickly as possible.

KCL will provide support to the Volunteer while it endeavours to resolve the problem in an informal manner. Initially, if a Volunteer finds that they have a grievance, a complaint or that there is a problem with the Volunteer work placement for whatever reason, then they should ask for help or guidance for the Volunteer Co-ordinator. By discussing it openly with people directly involved, then it may be resolved quickly and a small change may prevent the problem from escalating.

Endings

When Volunteers move on from their role at **KCL** they will be asked to provide feedback on their volunteering experience by way of an exit questionnaire. They will also be given the opportunity to discuss their responses to the questionnaire more fully with their Volunteer Co-ordinator or a Trustee of **KCL**.

On the basis of their voluntary work, Volunteers will have the right to request a reference.

KCL has a policy on how to deal with any disciplinary issue regarding a Volunteer.

Monitoring and Evaluation

KCL will systematically monitor and evaluate its use of Volunteers with reference to this Volunteer Policy.

This policy will be reviewed annually.

Signed: Dated:

Signed: Dated:

Review Date: January 2018