

## Volunteering Policy

Rotunda Ltd is committed to providing meaningful volunteering opportunities for people to take part in the organisations own projects and to encourage and support other local organisations to develop their own volunteering activities and participate in those volunteering opportunities on offer at Rotunda. We recognise that volunteers bring new skills and fresh perspectives and help us to better understand and meet the needs of the diverse community that we serve. We recognise that voluntary work brings benefits to volunteers themselves, to our learners and clients and to our paid staff. Will ensure that volunteers are properly integrated into the organisational structure and that mechanisms are in place for them to contribute to the organisation's work appropriately and valued for their contribution.

### 1.1 Our Vision

***'Through our exciting and diverse programmes, we will work to improve peoples' quality of life, encourage all to exceed their expectations and to discover their full potential'.***

#### **In line with this Rotunda seeks to involve volunteers to:**

- To help volunteers to gain skills, build relationships, gain work experience, act on issues they are passionate about, or to have fun.
- Help to provide excellent and vital services to the local community.
- Encourage new members of the community to participate by communicating what is available at Rotunda to others.
- Contribute to the development and/or delivery of services.
- Contribute their views and opinions based on personal knowledge and individual skills.

### 1.2 Principles:

#### **This Volunteering Policy is underpinned by the following principles:**

**Choice:** Volunteering must be a choice freely made by each individual. Any encouragement to become involved in volunteering should not result in any form of pressure. Freedom to volunteer implies freedom not to become involved or to cease involvement

**Diversity:** People bring varying qualities and experience to voluntary roles. Diversity is recognised, respected and valued. It is recognised that barriers to participation can be overcome by providing support, skills, experience, confidence and contacts gained while helping others.

**Access:** Access to volunteering opportunities should be available for all regardless of any constraints on an individual, be it physical, financial, or due to circumstance. Physical access to the building, personal and financial support, with a broad range of opportunities should be made available to all.

**Benefit all:** Giving voluntary time and skills must be recognised as establishing an equal relationship in which the volunteer also benefits. Volunteers may gain a sense of worthwhile achievement, useful skills, experience, contacts, social opportunities, inclusion in the organisation and the wider community

**Recognition:** The value of what volunteers contribute to Rotunda, to the community, and to wider social objectives, is highly significant and should be formally recognised on a regular basis.

### 1.3 Rotunda's Responsibilities:

- Rotunda will ensure that volunteers are properly integrated into Rotunda and that support systems are in place for them to contribute to Rotunda's work.
- Rotunda does not aim to introduce volunteers to replace paid staff.
- Rotunda expects that staff at all levels will work positively with volunteers and, where appropriate, will actively seek to involve them in their work.
- Rotunda recognises that volunteers require satisfying work and personal development and will seek to help volunteers meet these needs, as well as providing the training for them to do their work effectively.
- Rotunda will not knowingly make unfair demands upon volunteers', who have every right to refuse participation in any action which causes stress or is against their principles or beliefs.

### 1.4 Volunteers' Responsibilities:

- To accept the organisation's aims & objectives.
- To do what is reasonably requested of them, to the best of their ability and within the remit of the organisation's policies and procedures.
- To treat information obtained whilst volunteering in a confidential manner and in accordance with legal requirements.
- To recognise the right of the organisation to expect quality of service from its entire staff, paid and unpaid.
- To recognise that they represent the organisation and therefore need to act in an appropriate manner at all times.
- To honour any commitment made to the best of their abilities, notifying Rotunda in good time should they be unable to keep that commitment e.g. for holidays.



- To be willing to undertake appropriate training with respect to Health & Safety, Safeguarding, insurance liability, CRB checks and general good practice as necessary for the voluntary work undertaken.
- To share suggestions for changes in working practices with the Volunteer Organiser

## 2. Volunteering - Practice Guidelines:

The following guidelines deal with practical aspects of volunteering at Rotunda:

### 2.1 Recruitment:

Rotunda Ltd operate a fair and equal recruitment process, open to everyone from all backgrounds and areas of the community. We will consult with potential volunteers to discuss current role vacancies and each person's suitability for their chosen role. It is important to match the potential, attributes and skills of the person enabling the volunteer have a positive experience at Rotunda.

- Volunteers must be willing to have a Criminal Records Bureau check and provide 2 satisfactory references from professional contacts prior to beginning their role.
- Volunteers must understand and commit to Rotunda's safeguarding procedures to help provide a safe environment for children and vulnerable adults on and off the premises.
- All volunteers are covered by Rotunda Ltd insurance policy whilst they are on the premises or engaged in any work on our behalf. **A copy is displayed on the premises**

All volunteers offered a role will be on a probationary period of 3 months which will allow both Rotunda and the volunteer to assess the suitability of the role for the individual and the organisation.

### 2.2 Induction and training

All volunteers will receive an induction into Rotunda and to their own area of work. This will take around 6 weeks to fully complete. It will involve a tour of Rotunda, introductions to other staff and volunteers, discussion of Policies and Procedures, training required whilst on the premises and to carry out your specific role and personal development.

### 2.3 Volunteer Agreements and Voluntary Work Outlines

Each volunteer will have a Volunteer Agreement establishing what Rotunda undertakes to provide for them. In addition, they will agree to a written outline of



the specific role they will be undertaking (**neither of these documents is a contract**). Rotunda has no intention of creating a contract with any volunteers but we do ask volunteers to fully commit to the role and hours agreed.

## 2.4 Expenses

All eligible volunteers will have reasonable travel and lunch reimbursed on the production of valid, signed receipts and the appropriate expenses claim form signed by their Line Manager. Volunteers will be required to sign in and out at reception for each session. Travel - bus ticket receipts or petrol receipts reimbursed at 30p per mile travelled.

Lunch - £3.00 allowance for volunteers working 4 hour sessions or more.

## 2.5 Support and training

All volunteers will have a named person (or line manager) as their main point of contact whilst performing their role on a daily basis. They will provide a personal development plan and regular feedback sessions. This will help volunteers to overcome any problems and access any additional training and support they might need to be successful in their voluntary role. The aim of this is to help each volunteer to fulfil their potential whilst at Rotunda and afterwards.

## 2.6 Problem Solving

We aim to identify and solve problems at the earliest possible stage, Rotunda Ltd has a policy to help deal with grievances that volunteers may have. In line with this policy, volunteers have the right to discuss any concerns they may have with their Line Manager at any time. Should the Line Manager be unable to resolve the problem, they will follow the procedure laid down (see Volunteer's Handbook).

Rotunda has a code of conduct and a policy on how it will deal with any disciplinary issue regarding a volunteer. A copy of the procedure is included in the volunteer handbook.

## 2.7 Completing your voluntary experience with Rotunda

Volunteers will be able to end the agreement to volunteer at any time with a suitable period of notice if able to do so. On the basis of their voluntary work, volunteers will have the right to request a reference if they have completed three months volunteering.

We will ask you to provide us with feedback about your experience with us and whether you have any exciting future plans or require any further support from us. This can be completed with your line manager or the manager of your choice. Please be honest with your feedback or we may miss opportunities to improve of volunteer programme for others.

## 2.8 Personal Confidentiality

Volunteers are assured that any personal information shared with Rotunda is kept confidential. Our policy will be discussed during Induction.

## 2.9 Telephone and Internet Use

The Rotunda allows Volunteers to access the Internet during breaks or lunch periods. We might ask you to lock your mobile phone away during your volunteering, depending on the area at Rotunda you are volunteering in. The use of mobiles for personal calls or the land line must be approved by your line manager, we request that you only take personal calls if urgent.

***Please refer to our IT Policy and Procedure and Data Protection Policy.***

## 2.10 The Volunteer's Voice

In addition to personal development meetings, our staff and volunteers meet every 4 weeks at Rotunda. All staff and volunteers' proposals, views and opinions about matters concerning Rotunda are shared and actioned at these meetings.

## 2.11 Health and Safety

Volunteers are covered by Rotunda Ltd Health and Safety Policy, a copy of which can be found in the Volunteer's Handbook. All volunteers must undertake health and safety training as appropriate to their role. This will be recorded and the record signed by the volunteer.

All volunteers are covered by Rotunda's public liability insurance whilst they are on the premises or engaged in any work on Rotunda's behalf. Volunteer counsellors are required to obtain additional personal liability insurance.

## 3. Confidentiality

Volunteers will be bound by the same requirements for confidentiality as paid staff. A copy of the confidentiality policy can be found in the Volunteer's Handbook.

### Rotunda Policy Review Record

Reviewed by:	Approval date:	Review frequency:	Review date:	Signed:
Maxine Ennis	11 <sup>th</sup> May 2024	Annual	12 <sup>th</sup> May 2025	

