



Volunteer Policy

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Introduction

This policy sets out the way in which Live Borders will recruit and support volunteers who engage with the organisation. It outlines what volunteers can expect from Live Borders and what we expect from volunteers.

Live Borders is committed to working with volunteers as we recognise volunteers play a vital role in adding value to our services. With such a wide range of facilities and services delivered by Live Borders, volunteers can become involved in a wide range of activities, and can contribute to the development and quality of services to our customers

The purpose of this procedure is to outline the process to be followed when engaging and working with volunteers.

“Volunteering is a choice. A choice to give time or energy, a choice undertaken of one’s own free will and a choice not motivated for financial gain or for a wage or salary.” Volunteering for All, Scottish Government, 2019.

In involving volunteers Live Borders will be guided by the following principles of good practice:

- We intend to encourage, develop and support volunteer involvement in our work
- Live Borders will invest resources to support its volunteers
- Live Borders undertakes to organise and deploy volunteers effectively
- Volunteer engagement procedures will be adhered to
- Live Borders will comply with all appropriate legislation
- Live Borders will adhere to all existing Live Borders policies

The Value of Volunteers

Through this policy Live Borders:

- recognises the important role played by volunteers in service delivery and the important and valuable contribution made to the local community,
- recognises that the role of volunteers enhances but does not replace that of employees and others who are required to deliver services; volunteers will not be asked to take on tasks formally undertaken by paid staff whose posts have been made redundant,
- gives a commitment to volunteering and will support this by developing a model of good practice and by providing training and support for volunteers,
- recognises and values the number of hours and the amount of commitment that volunteers give,
- actively promotes the responsibility to create and support volunteering opportunities as part of a lifelong learning strategy.

Recruitment and Selection

Live Borders:

- will recruit volunteers ensuring the best match of volunteers’ experience and aspirations to the volunteering opportunity,

- has a clear commitment to equal opportunities and will prevent discrimination, particularly on the grounds of gender, marital status, disability, race, religious belief, sexuality or age,
- will take steps to make sure that information about the full range of volunteering opportunities is widely available to all
- make sure that the procedures, including Protecting Vulnerable Groups (PVG) checks for volunteers who will be required to work with children and other vulnerable groups, are clearly understood by all concerned.

Registration and Induction

When a volunteer expresses an interest, their details will be added to the secure Live Borders database and they will be provided with a role description, an equal opportunities form and an application form which they must complete and send to their Primary Contact.

The Primary Contact will interview potential volunteers (see Interviewing Procedures Document) and arrange for the volunteer to provide satisfactory references and a PVG Certificate if appropriate.

Referees should be contacted using the relevant documentation. A verbal reference will suffice in the first instance; however this must be followed up by a written reference. On receipt of satisfactory references and PVG Certificate, the Volunteer Agreement should be issued, which will be signed by both the volunteer and Live Borders.

This agreement will clarify:

- The role and rights of volunteers
- The management and development of volunteers
- The necessary resources for involving volunteers

No employee can begin their roll without e-mail/written confirmation to confirm all volunteer checklist items have been carried out and are satisfactory.

If successful, the volunteer will be invited to attend a “welcome meeting” which may be included as a part of their initial training with their mentor and will be given a copy of the volunteer handbook.

Notes of the meeting should be recorded on the relevant documentation

Volunteering at one off events

If a potential volunteer is interested in working at a one off event, their details will be added to the Volunteer Database.

They will receive a Volunteer Application Form which should be completed and brought with them on the day of the event. If the volunteer is engaged for a one off event, a PVG Scheme Record is not required, however the volunteer MUST be supervised at all times.

The volunteer must receive clear information about what the activity involves and what their role will be. A member of staff will be present on the day to welcome the volunteer and oversee the work carried out.

Volunteer Code of Conduct

The purpose of this Code of Conduct is to make sure that all volunteers know the standard of behaviour expected of them whilst volunteering for Live Borders, and what they can expect from others. Primary Contacts should make sure that a copy of the Code is given to each volunteer at their induction and discussed with them.

Both volunteers and Live Borders staff will:

- treat each other and other people fairly and equally,
- not discriminate against anyone,
- allow others to express themselves and their views, as long as no offence is caused,
- not bring Live Borders into disrepute, nor divulge or distribute business sensitive information.

Volunteers must:

- make sure that no one is discriminated against on the basis of race, disability, age, gender & gender reassignment, marriage and civil partnership, pregnancy & maternity, religion or belief, or sexual orientation
- understand that all forms of discrimination, including bullying and harassment, are unacceptable,
- perform their duties with honesty and integrity,
- respect confidentiality,
- adhere to Live Borders policies and procedures,
- report all accidents and injuries at work to their supervisor,
- not take decisions in order to gain financial or other benefits for themselves family or friends,
- declare any private interests which might affect their work.

Volunteers should:

- work together as appropriate and help each other wherever possible, listen to and follow instructions given by their supervisor.

Volunteers can expect to:

- receive praise when and where it is due,
- be treated fairly and with respect,
- be listened to,
- work in a positive and friendly environment,
- be insured,
- be trained for the duties they are required to undertake.

PVG Scheme Membership

Due to the nature of Live Border's business, if a volunteer is engaged on a regular basis they must be a PVG Scheme member and have a current valid PVG Scheme Record for regulated work with children or vulnerable adults.

If they are not currently members they must complete an application to join the PVG Scheme and get a PVG Scheme Record. If they are already members then they must complete PVG Existing Member Application and get a Scheme Record Update.

Expenses and Appropriate Clothing

Volunteers are entitled to relevant expenses and clothing where appropriate.

Volunteers with Live Borders should not be out of pocket as a result of their volunteering. Neither should the costs of volunteering be a barrier to those who want to offer support.

Expenses/Travel expenses should be claimed using the Volunteer Expenses Form with receipts to be provided in support of all claims and this process will be discussed at the volunteer induction.

Absence

Should a Volunteer be unable to attend their volunteering opportunity on any day, they must let their Mentor or another member of Live Borders staff know as soon as possible so that they can arrange a replacement.

Ongoing Support, Development and Exit

Volunteers within Live Borders will receive appropriate levels of quality support and supervision from their Mentor or nominated supervisor. Risk assessments and other relevant safety related information will be made available to the volunteer by their Primary Contact.

A volunteer is asked to give reasonable notice if unable to continue volunteering. On completion of the volunteer role, the mentor should meet with the volunteer to discuss the success of the role and further opportunities for development. A Volunteer Evaluation Form should be completed by the volunteer and signed by both the volunteer and the mentor.

The success of the volunteer experience should be evaluated to ensure that the needs of Live Borders and the volunteer are met in any future volunteer opportunities.

Equalities

Live Borders aims to treat people fairly, with respect and with dignity, no matter their age; disability; gender; gender reassignment; race; religion or belief; sexual orientation; or whether they are married or in a civil partnership, pregnant or on maternity leave. This includes others, such as those with caring responsibilities, those on low incomes or those who may be considered disadvantaged due to health status or place of residence. Discriminatory behaviour or harassment of any kind (as per Anti-Harassment Procedures including behaviours contrary to Live Borders' Access policies) will be considered a disciplinary offence.

Live Borders will try to do as much as it can to support people who may need extra help to be able to volunteer, or who may have additional requirements. Some examples might include a sign language interpreter for a deaf Volunteer, prayer room space and breast feeding areas. Volunteers should let their Mentor or supervisor know what they need so that they can do their best to help.

Refugees and people seeking asylum (including refused applicants) are allowed to volunteer for charities and public sector organisations as long as the activity is 'genuinely voluntary', i.e. the activity is not replacing a paid worker. The Home Office recognises volunteering as a purposeful activity and that it provides opportunities for integration into the local community and culture.

Further guidance on volunteering and voluntary work for refugees and people seeking asylum is available from the UK government's [Home Office](#) website.

Insurance

All volunteers formally registered with Live Borders will be liable to the same insurance cover as employed members of staff. They will be treated in exactly the same way as employees including training, supervision, provision of protective clothing and the undertaking of risk assessments.

There are no age restrictions associated with the insurance for volunteers; Live Borders will make sure that the volunteer is matched appropriately to the opportunity and that appropriate risk assessments are carried out.

Confidentiality

Any information Volunteers provide, such as in their application, will be kept securely and will be confidential in accordance with data protection legislation.

In line with data protection rules, Live Borders Volunteers should not have access to client or customers' details, unless in exceptional circumstances and where it is appropriate for their role. Where this is the case, Volunteers are expected to keep all such information confidential in line with data protection legislation.

Staff Training

All staff with responsibility for volunteers will be provided with appropriate training. Line managers will make sure that relevant staff are aware of opportunities.