



**DOVER TOWN COUNCIL**

# **Volunteering Policy**

September 2009

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## **1. INTRODUCTION**

Dover Town Council exists to focus on being an outward-looking organisation, putting into practice our values and objectives through engaging with the residents of Dover and key partners to improve the quality of life for our residents and the experience of those who work in and visit our town.

In line with our vision Dover Town Council seeks to involve volunteers to:

- Enhance our services to our clients;
- Bring new skills and perspectives;
- Through their involvement, increase our contact with the local community we serve.

## **2. PRINCIPLES**

The Volunteering Policy is underpinned by the following principles:

- Dover Town Council will ensure that volunteers are properly integrated into the organisation;
- Dover Town Council does not aim to introduce volunteers to replace paid staff;
- Dover Town Council expects that staff at all levels will work positively with volunteers.

## **3. PRACTICE GUIDELINES**

The policy will deal with practical aspects of the involvement of volunteers. Detailed information is available from the Council.

### **3.1 RECRUITMENT**

All prospective volunteers will be interviewed to assess their current skills and suitability for current/vacant volunteer roles, taking into consideration the work the volunteer would like to undertake and how best their potential might be realised.

### **3.2 VOLUNTEER AGREEMENTS AND VOLUNTARY WORK OUTLINES**

After consultation, each volunteer will sign a Volunteer Agreement to confirm the specific role they will be undertaking and establish what Dover Town Council undertakes to provide for them.

### **3.3 EXPENSES**

All volunteers will have their travel and other expenses reimbursed. Details of applicable rates are available on request.

### **3.4 INDUCTION AND TRAINING**

All volunteers will receive an induction into Dover Town Council and the role they will undertake. Training will be provided as appropriate.

### **3.5 SUPPORT**

All volunteers will have a named person as their main contact. They will be provided with regular supervision to feed back on progress, plan future development and discuss any problems in confidence.

### **3.6 THE VOLUNTEER'S VOICE**

Volunteers are encouraged to express their views about matters concerning the organisation and may be invited to staff meetings or in confidence as appropriate.

### **3.7 INSURANCE**

All volunteers are covered by Dover Town Council's insurance policy whilst they are on the premises or engaged in work on Dover Town Council's behalf. A copy of the policy is available on request.

### **3.8 HEALTH AND SAFETY**

Volunteers are covered by Dover Town Council's Health and Safety Policy, a copy of the policy is available on request.

### **3.9 EQUAL OPPORTUNITIES**

Dover Town Council operates an equal opportunities policy in respect of both paid staff and volunteers. A copy of the policy is available on request.

### **3.10 CHILD / ADULT PROTECTION**

Dover Town Council operates a Child / Adult Protection policy. Volunteers must agree to a CRB check if their role involved working with children or vulnerable adults. A copy of the policy is available on request.

### **3.11 PROBLEM SOLVING**

We aim to identify and solve problems at the earliest possible stage.

### **3.12 CONFIDENTIALITY**

Volunteers will be bound by the same requirements for confidentiality as paid staff.