



Volunteer Policy

INTRODUCTION

The biggest asset to our organisation is its people, including paid staff, young people, volunteers, students, and trustees. PMACTIVE is committed to developing policies, systems and behaviours that support the culture of high standards and expectations, where people are valued and respected.

Whilst we expect high standards and for people to work hard, we also aim to provide an enjoyable culture where being highly motivated also means having fun. PMACTIVE is committed to fair, clearly stated, and supportive relationships between the organisation and its staff and volunteers.

WHY WE WORK WITH VOLUNTEERS

PMACTIVE believes that volunteers can make a significant contribution to the work and objectives of the organisation. We also recognise that volunteering is an exchange. We value and benefit from the skills and knowledge that volunteers bring to the organisation. In return, we aim to ensure that volunteering with our organisation is a positive experience.

REASONS TO INVOLVE VOLUNTEERS INCLUDE:

1. Increase the organisation's capacity for activities.
2. Help add contingency capacity to cope with peaks and troughs in the workload.
3. Volunteers are an excellent way of communicating the organisation's messages into the community.
4. Volunteers can give an organisation access to new skills.
5. Volunteers can keep an organisation in touch with grassroots feelings and perceptions.

PRINCIPLES

This volunteer policy is underpinned by the following principles:

1. PMACTIVE does not aim to introduce volunteers to replace paid staff and are recognised as equal partners in achieving the aims of the organisation.
2. The selection process for volunteers avoids unfair discrimination and is welcoming to all prospective volunteers.
3. The selection procedure for volunteers follows guidelines for best practice by ensuring that all volunteers are subject to a systematic process of recruitment.

4. Volunteers are properly integrated into the organisational structure and mechanisms are in place for them to contribute to the organisation's work.
5. Our organisation expects that staff at all levels will work positively with volunteers and, where appropriate, will actively seek to involve them in their work.
6. Volunteers are provided with a clear explanation of what is expected of them and provided with the necessary support and training to undertake expected tasks.

WHO IS A VOLUNTEER?

A volunteer is someone who does not receive financial compensation beyond the reimbursement of expenses and who performs a task at the request of, or on behalf of PMAActive. The volunteer relationship is binding in honour, trust and mutual understanding. No enforceable obligation, contractual or otherwise can be imposed on volunteers to attend.

TYPES OF VOLUNTEERS

There are many ways in which volunteers can work with PMAActive. Some will work with the organisation over a period of time and others on a one-off basis. The nature of this relationship between PMAActive and volunteer will determine the recruitment procedures and the amount of supervision they receive.

OUR ORGANISATION'S RESPONSIBILITIES:

1. To match the needs of the organisation with the skills, knowledge, experience and motivation of the volunteer.
2. To recognise that successful volunteer involvement incorporates the individual's motivations, aspirations and choices.
3. To ensure volunteers receive appropriate training and support to help them deliver in their roles.
4. To respect volunteers, listen and learn from what they have to say, consistently encouraging two-way communication
5. To make financial and other provisions in management plans for the needs of volunteers, including that volunteers are reimbursed for expenses.
6. To foster a friendly and supportive atmosphere - aiming to make volunteering fun
7. To provide an accessible problem-solving procedure and endeavour to resolve fairly any complaints or grievances;
8. To provide references, where requested, and support with job search skills where appropriate.

OUR EXPECTATIONS OF VOLUNTEERS

1. To maintain and uphold the good name and reputation of PMAActive.
2. To aim for high standards of efficiency, reliability, and quality in all aspects of their contribution.

- 3.To work within the ethos and guidelines of our organisation.
- 4.To co-operate with paid members of staff, to listen and learn from what they have to say to achieve the aims of the organisation
- 5.To provide reasonable notice, where possible, if the volunteer is unable to undertake those duties for whatever reason.
- 6.To adhere to the confidentiality, equality and diversity, general behaviour and health & safety policies and procedures of PMActive in accordance with our volunteer policy.

EQUALITY & DIVERSITY

Our organisation is firmly committed to diversity in all areas of our work. We believe that we have much to learn and profit from diverse cultures and perspectives, and that diversity will make our organisation more effective in meeting the needs of all our stakeholders. We are committed to developing and maintaining an organisation in which differing ideas, abilities, backgrounds and needs are fostered and valued, and where those with diverse backgrounds and experiences are able to participate and contribute.

RECRUITMENT

Volunteers will be recruited using an equal opportunities approach and using a variety of different methods to make the broadest possible range of people aware of the volunteering opportunities offered by our organisation. PMActive recognises that it may be approached with offers of help from potential volunteers. In such cases a representative of our organisation will talk to the potential volunteer to discuss ways in which they may be able to help, and where possible and appropriate, an opportunity may be created. References will be sought and an enhanced DBS check required.

TRAINING AND DEVELOPMENT

New volunteers are made to feel welcome and will be provided with relevant information, training and induction as appropriate to their role. Volunteers may wish to develop their skills whilst helping the organisation and where appropriate are encouraged to take on new roles and/or become further involved.

It is recommended that the progress and contribution of volunteers is discussed regularly, this will provide the opportunity for each volunteer and the organisation to establish whether the hours of involvement with the organisation should be adjusted.

An induction includes:

- The organisation's vision, mission, structure chart and strategic plan to provide a context for the role
- Duties and responsibilities
- The standards of work, attendance, and conduct expected of the volunteer
- Workplace rules and procedures

SUPERVISION AND SUPPORT

Prior to commencing their placement at PMAActive each successful volunteer will be formally allocated to a particular employee to shadow and who will manage and supervise the volunteer throughout the duration of their placement at.

INSURANCE

All volunteers are covered by the organisation's insurance policy while they are on the premises or engaged in any work on our organisation's behalf.

HEALTH AND SAFETY

Volunteers are covered by the organisation's health and safety policy. A copy of which will be made available to the volunteer.

CONFIDENTIALITY

Volunteers will be bound by the same requirements for confidentiality as paid staff. A copy of which will be made available to the volunteer.

GENERAL BEHAVIOUR

PMAActive welcomes and encourages volunteers and expects staff members to treat volunteers with the same respect they would afford other members of staff. In turn, volunteers are expected to adhere to the same rules of general behaviour as staff members. Volunteers are expected to:

- Perform personal duties with skill, care and diligence
- Perform their duties professionally, and not physically assault or insult, threaten or malign colleagues or behave in such a way that brings the organisation into disrepute
- Observe our organisation's policies and procedures
- Treat colleagues with courtesy, and with respect for their rights, duties and aspirations