



"Offering our community more than a home"

Draft

Volunteering Policy & Procedure

Management Committee submission:	25 August 2020
Last Approved:	29 August 2017
Date Approved:	
Next Review date:	August 2023

CHA Objectives:

- To manage the houses provided, in a professional and cost effective manner, for the benefit of our local community and the environment.
- To work in partnership with others, supporting our tenants and other customers, to maximise opportunities for physical and socio-economic regeneration in Clydebank
- To ensure that our resources are adequate to deliver our objectives by investing in our people, demonstrating value for money and through robust procurement practices.
- To promote social inclusion by applying principles of equality and diversity to everything we do.

Regulatory Standards:

- The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users.
- The RSL is open about and accountable for what it does. It understands and takes account of the needs and priorities of its tenants, service users and stakeholders. And its primary focus is the sustainable achievement of these objectives.
- The governing body and senior officers have the skills and knowledge they need to be effective.

Any breach or non-compliance with legislation/regulatory requirements in relation to this Policy constitutes a Notifiable Event and the Regulator will be informed via the SHR Portal.

This policy can be made available on request in a variety of different formats, such as on CD, in large print and translated into other languages.



Volunteering for All: national framework (Scottish Government)

1. Introduction

“Volunteering brings enormous benefits and enjoyment, not only to beneficiaries, but to communities, and to volunteers themselves.” Aileen Campbell, MSP, Cabinet Secretary for Local Government and Communities

“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.” Scottish Government: Volunteering for All: national framework (2019)

~~**“Volunteering is the giving of time and energy through a third party, which can bring measurable benefits to the volunteer, individual beneficiaries, groups and organisations, communities, the environment and society at large. It is a choice undertaken of one’s own free will, and is not motivated primarily for financial gain or for a wage or salary.”**~~

~~Scottish Executive, Volunteering Strategy, Edinburgh 2004~~

Clydebank Housing Association is committed to offering opportunities to volunteers that will aim to:

- Improve their mental and physical health, support the development of job and life skills, and foster a greater sense of belonging.
- Contribute to the delivery of CHA services and in particular, Centre81’s services
- ~~Be~~Make sure that 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.~~

Clydebank Housing Association will also endeavour to: -

- Promote volunteering to staff, applying the principles to their own workplace volunteering programmes and encouraging people to think about volunteering as part of their personal development.
- Support flexible working practices that permit people to volunteer around their existing work and life.
- Act as a catalyst for community led volunteering initiatives which foster community engagement locally.
- ~~Offer opportunities for participation by people who might otherwise be excluded.~~
- Share resources to support and enable volunteering to grow in the communities we work in, for example by allowing organisations to use premises and lending staff time and expertise.

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

Procedures may be adapted to suit individual volunteers, their circumstances and roles.

2. Principles

Clydebank Housing Association:

- Recognises that voluntary work brings benefits to volunteers themselves, to service users and to 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 Centre's work.
- Will not introduce volunteers to replace paid staff.
- Expects that staff at all levels will work positively with volunteers and, where appropriate, will actively seek to involve them in their work.
- 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.
- Will endeavour to identify and cover the costs of involving volunteers.
- Recognises that the management of volunteers requires designated responsibilities within specific posts.
- Will endeavour to involve volunteers from a wide range of backgrounds and abilities and ensure our volunteering opportunities are as accessible as possible.

3. Recruitment

We will use appropriate means to advertise for volunteers locally that take into account the principles of our Equality and Diversity Policy. The applicant will have to complete an application form, but help can be given with this if necessary. The applicant will be interviewed by the Centre81 Coordinator *or line manager* and if this is successful the two references asked for will be taken up.

All volunteers at Centre81/CHA will undergo disclosure/PVG checks.

4. Induction and Training

There will be an induction prepared and delivered by the Centre81 Co-ordinator/or line manager

This will include:

- The role of the volunteer
- A list of all staff members and volunteers
- A list of Management Committee members
- Copies of all the relevant policies including this Volunteer Policy, Volunteer Handbook, Code of Conduct, Declaration of Interest, Confidentiality, Health and Safety, Equality and Diversity Policy, Data Protection Policy etc
- Essential procedures i.e. timekeeping, rota etc
- Induction training including aims and objectives of CHA, role and details of ongoing training
- CHA's commitment to Investors In People and Investors in Young People
- Access to the CHA Intranet
- Other information as appropriate.

5. Volunteer Agreements and Voluntary Work Outlines

Volunteers will receive a role description and volunteer agreement containing full information about their chosen area of work and a clear idea of their responsibilities and the volunteer's responsibilities to them.

6. Expenses

We value our volunteers and want to ensure that there are no barriers to volunteer involvement. All volunteers will have their travel and other out of pocket expenses reimbursed in line with our Expenses Policy and Budget.

7. Support

~~The Volunteer Co-ordinator and other staff will offer support to the volunteers.~~

The Centre81 Co-ordinator/or line manager will support all volunteers and will hold monthly supervision sessions to discuss any problems or issues that may arise.

8. Training

Volunteers will be given induction and internal and external training appropriate to the specific tasks to be undertaken and within the Budget limits.

9. Insurance

Volunteers will be covered by CHA's insurance policies for work related activities during any period of your volunteer involvement.

10. Confidentiality

All workers (including Management Committee), volunteers and staff, are obliged to observe the Association's Openness and Confidentiality Policy.

11. Code of Conduct

Volunteers will be required to sign and adhere to Clydebank Housing Associations Code of Conduct and will be required to complete all annual declarations.

12. Equality & Diversity

Volunteers will work in accordance with Clydebank Housing Association's Equality and Diversity Policy and will prevent discrimination on any grounds. Volunteers will be asked to complete an Equal Opportunities Monitoring Form to help us monitor our performance.

13. Health and Safety

Clydebank Housing Association will take all reasonably practicable steps to ensure the volunteers' health, safety and welfare while at work in accordance with the centre's Health and Safety policy.

This Volunteer policy is freely accessible to all.

For Office Use Only – Actions required/completed

Customer/Staff Consultation Required/Arranged	No
Intranet Update	Yes
F Drive Update	Yes
Website Update	Yes
Leaflet change required?	No
Newsletter Promotion?	Yes
Other information updated, e.g. posters, automatic email responses, post cards, answering machine messages, etc.	No
Equality Impact Assessment completed	Yes