



Volunteering Policy

1. Why volunteers?

Among the reasons FRESH uses volunteers are to:

- Help us deliver our goals, working alongside our employees and Directors
- Enable us to provide additional services
- Provide our service users with greater engagement in our work
- Give a more personal touch to our work with service users
- Build links to community groups
- Enable us to react quickly to changing needs or crises
- Respond to requests for services and support outside our core experience

2. Principles

Volunteering for FRESH is covered by the following principles:

- Volunteering benefits the community, the volunteer and FRESH
- Voluntary work is unpaid
- Volunteering is always a matter of choice
- Volunteering is not a substitute for paid work. Volunteers working for FRESH complement the work of employees, and do not constitute a threat to our employees' job security
- FRESH volunteers will not undertake work to qualify for benefits or government allowances
- Volunteering is a way for individuals and groups to address human, environmental and social needs in their communities
- Volunteering respects the rights, dignity and cultures of others, and promotes human rights and equality

3. Statement of Policy

FRESH welcomes and values the contribution of volunteers to its work and services. We value and promote their involvement in running FRESH. Volunteers should gain real satisfaction from their contribution to FRESH, and feel that their voluntary work enhances their own lives and those of the people with whom FRESH works.

FRESH will:

- Provide volunteers with a written role description
- Inform volunteers about the activities they will undertake, and give them the necessary information to enable them to perform their roles with confidence



- Offer appropriate supervision, mentoring and opportunities for personal development
- Offer access to any necessary training for their volunteering roles
- Ensure that volunteers are covered by appropriate insurance while working for FRESH
- Ensure that volunteers have access to and are included within FRESH's Grievance, Disciplinary and other relevant Procedures
- Provide each volunteer with a named contact within FRESH
- Ensure that volunteers who work with vulnerable people have a satisfactory Disclosure and Barring Service (DBS) check
- Reimburse volunteers for out of pocket expenses, including mileage if appropriate

FRESH expects that while working for us all volunteers will:

- Observe FRESH's Equal Opportunity, Diversity and Dignity Policy, Health and Safety at Work Policy, Ground Rules and other relevant policies
- Where appropriate, provide FRESH with personal information to enable DBS checks to be carried out
- Provide FRESH with two satisfactory references before starting work

4. **Scope**

This Policy is intended to provide a framework which enables the needs of all parties to be met, and achieves a satisfactory outcome for all by:

- Enhancing the quality of life of our service users and local communities by providing additional activities and support
- Increasing contact and involvement between FRESH and local communities
- Developing access to FRESH and its services and resources
- Increasing community involvement in FRESH and its services and governance, and raising its profile among local people

Although FRESH's Directors are themselves volunteers, their role is not covered by this Policy. However, the general principles informing this Policy will apply to their involvement with FRESH. Otherwise, this Policy and any associated procedures will apply to all volunteers working for FRESH.

5. **Review**

- This policy will be reviewed annually by the Board on or around the anniversary of its adoption.
- Date of next scheduled review: November 2014





Volunteering Procedures

1. Recruitment and selection of Volunteers

- FRESH's Equal Opportunity, Diversity and Dignity Policy will be followed throughout the recruitment and selection process
- Vacancies for volunteers will be advertised widely, in ways that are accessible to all local communities
- Role descriptions will be prepared, volunteer application forms used, and interviews held to select volunteers against the key requirements of the role
- Two satisfactory references must be provided, and where appropriate for the role, satisfactory CRB checks must be completed before volunteers are engaged

2. Voluntary work for FRESH

- The tasks to be performed by volunteers will be clearly defined, so that all concerned with their activities are clear about their responsibilities.
- Volunteers will have a named Director as their nominated contact
- A volunteer agreement will be provided for each volunteer

3. Support and supervision of volunteers

- All volunteers will be made aware of FRESH's Grievance, Disciplinary and Complaints Procedures, and of who to contact if they should need to discuss any aspect of their work
- All volunteers will be given a programme of induction and initial training to enable them to understand FRESH and to perform their role, ending with a review session
- All volunteers are entitled to receive regular reflective supervision and support relating to their roles at FRESH
- Volunteers will be offered access to training provided by FRESH, to enable them to develop personally and professionally and to contribute to their safety and role satisfaction
- All volunteers will be protected by FRESH's insurance cover while engaged in work for FRESH
- Volunteers are expected to claim reimbursement for out-of-pocket expenses incurred as a consequence of working for FRESH





The Volunteering Agreement

1. Volunteers will have a named Director as their nominated contact at FRESH, who will be available to them to discuss their role and provide support at agreed intervals.
2. A formal statement of what FRESH offers and expects from volunteers will be agreed in writing. This agreement will include details of:
 - Activity(ies) to be undertaken
 - Approximate hours and regular days
 - Confidentiality requirements
 - Procedure if unable to attend
 - Support, training and learning opportunities available
 - Grievance, Disciplinary and Complaints Procedures
 - Understanding FRESH's Equal Opportunity, Diversity and Dignity policy
 - Where relevant, understanding FRESH's Safeguarding Children and Vulnerable Adults Policy and procedures

Disagreements between volunteers and FRESH will be resolved by a member of FRESH's Board of Directors. In exceptional circumstances this might lead to termination of the volunteer's agreement, and in these circumstances, a volunteer may appeal to the Directors.

