

Hand Of Arts and Education Charity

Volunteer Policy 2018



Next review date: 11th April 2019

Purpose of our volunteer policy

Our volunteer policy has been created to show our volunteers and potential volunteers that we have spent time and care in planning how volunteers will be welcomed at Hand Of. It also outlines that all volunteers will be treated in a fair and consistent way. It should also help our volunteers understand what support is available to them and what they can expect from us.

Our vision and mission for volunteering

Volunteering is a great way to share your enthusiasm, skills and ideas whilst having fun and meeting like-minded people. By volunteering for Hand Of you will be making a positive contribution to community development in our area. Volunteers are vital to our work.

Attracting volunteers and volunteer agreement

From time to time, we may have opportunities for volunteers. These may be listed on our website, or, alternatively, you can contact us directly or visit us in person and enquire about becoming a volunteer.

Once we receive a copy of your completed registration form, a member of our team will get in touch with more information on specific opportunities and we can decide together which option best matches your interests and time availability and also our needs. Your help will be greatly appreciated and really will make a difference.

Induction and training

It does not matter how much you already know, as there will be opportunities to learn, and we have roles to suit every level of expertise. There will be an induction prepared and delivered by one of our staff. This may include:

- Some information about Hand Of, our vision, mission and our future plans;
- the role of the volunteer;
- introduction to some volunteers;
- copies of all the relevant policies, including this volunteer policy, and also our Health and Safety, Equality and Diversity;
- essential procedures such as timekeeping, rota;
- information about training and ongoing learning opportunities.

If appropriate, there will be a trial period of four weeks to give Hand Of and you time to discover if you are suited to each other. A review will be made midway through the trial period and also at the end. This is not an assessment, it is just so that we can be sure that you benefit the most from the volunteering experience and maximise the time you are giving freely.

Support

Our CEO will offer support to you. They will remain your key contact throughout your volunteering with us. This will include regular meetings with you to discuss how you are getting on, discuss any training needs and deal with any issues arising. This will also ensure that Hand Of are doing all we can to make your volunteering experience an enjoyable and meaningful one.

Recognition and reward

We could not do the work we do without our volunteers. To acknowledge this we will always thank our volunteers and show appreciation for a job well done.

Expenses

We value our volunteers and want to ensure that there are no barriers to volunteer involvement. Where possible, we will reimburse travel expenses. We will provide meals if necessary. We will always inform volunteers of whether we are able to reimburse their expenses before they begin volunteering.

In order to claim expenses, an Expenses Form must be completed, a valid receipt provided and this should be handed in to one of the CEOs.

Insurance, health and safety, accidents and risk assessment

Hand Of has valid Public Liability Insurance and Employer's Liability Insurance, covering volunteers, which you are advised to read. It covers the volunteering activities you will be doing. We will also remind you of our Health and Safety Policy and give simple instructions on how to perform each task safely. We have clear procedures for accidents and emergencies.

Resolving problems

We hope that you will have a very enjoyable experience volunteering with us. However if your role as a volunteer does not meet with your expectations or with the commitments we have made to you, we want you to feel comfortable about letting us know. First of all, talk to the person who leads the team where you volunteer and he or she should be able to sort it out with you before it becomes a problem. If you do not feel this will resolve things you can speak to the CEO.

Confidentiality

We expect all volunteers to adhere to confidentiality guidelines which will be explained to you before you begin volunteering with us and this also includes use of social media and contact with any press.

Equality, Diversity and Inclusion

Hand Of is committed to embracing diversity and promoting equality and inclusion. When representing Hand Of as a volunteer we expect you to support our commitment to promoting equality.

Volunteering whilst on benefits

You can still volunteer with us if you are receiving benefits provided that we follow the legal guidelines. We have information from the Jobs and Benefits Department which we can talk through with you regarding the hours you can do and what you can claim for expenses incurred through volunteering.