

# Volunteering Policy



## What is Volunteering?

Our volunteers are people who choose to commit their time, energy and skills for the benefit of others, who do so freely, through personal choice to support Calvert Exmoor's work.

Volunteers support Calvert Exmoor by giving their time to carry out a role which has been discussed and agreed with the charity. This policy is intended for volunteers who have agreed their roles with Calvert Exmoor. It outlines the principles in which the relationship between the charity and the volunteer is based and provides information on the basic procedures involved with volunteering with us.

## Age

To volunteer at Calvert Exmoor, you must be 18 or over.

## Recruitment

Calvert Exmoor encourages volunteer applications from all areas of the community. It is important to ensure that the skills and commitment offered by volunteers is matched to the appropriate jobs and opportunities that are currently available. Volunteers are a valued part of our team and as such we want to ensure that, not only does the work benefit Calvert Exmoor, but also that the individual feels they are benefiting from their time spent at the Centre. We also understand that people will be able to offer varying levels of commitment, and again we will ensure that the work available will reflect this.

All potential volunteers are required to complete a standard application form. An informal interview will be carried out initially with the Volunteer Co-Ordinator to ensure that the candidate is suitable for the role in question. This will include a site tour.

If you are successful in your application, we may carry out a Disclosure and Barring Service (formally known as a CRB check) as part of our Safeguarding policy. You will also be required to read and agree to our Health & Safety and Safeguarding policy for insurance purposes.

## Getting Started

Calvert Exmoor is committed to ensuring that all volunteers have everything they need to get started and receive the best possible experience whilst volunteering with us. You will be provided with an induction once a start date has been finalised and support will be available throughout your time at the Centre.

We see volunteering as a two-way agreement; whilst we take our responsibilities seriously to ensure you enjoy volunteering with us, you will also be a representative of Calvert Exmoor and, therefore, we ask that you act appropriately.

## Induction and Support

You will be assigned a contact to support and assist you throughout your time at Calvert Exmoor. Upon your arrival your contact will introduce you to all relevant staff. They will also cover our Health and Safety requirements and Safeguarding policy.

Your contact will provide you with ongoing support throughout your volunteering experience. Most volunteers will have a review to provide relevant and honest feedback on your volunteering. Likewise, we welcome and encourage feedback from all volunteers also.

## Calvert Exmoor's Responsibilities

We want volunteering with Calvert Exmoor to be an even relationship where volunteers enjoy their role and gain new experiences whilst being of benefit to the charity. Our commitment to volunteers is to:

- \* Offer equal opportunities to everyone that wants to be a volunteer.
- \* To be assigned a staff contact for support.
- \* To ensure your health & safety throughout your time as a volunteer.
- \* To feel valued and to be treated with respect and consideration.
- \* An induction to ensure that volunteers are clear of their responsibilities
- \* A supportive and positive atmosphere that ensures you enjoy your volunteering.
- \* Provide ongoing support for volunteers through meetings and discussions.
- \* Provide relevant and honest feedback to volunteer.

## Volunteer expectations

To meet our commitments to all guests and visitors, Calvert Exmoor expects high standards from all members of the Centre, whether they are paid staff or volunteers. In return of us fulfilling our outlined responsibilities, we ask that volunteers adhere to the following:

- \* To work in partnership and treat all Calvert Exmoor staff, volunteers and visitors with respect and consideration.
- \* Sign in and out of logbook whenever you arrive and leave the centre.
- \* To always act responsibly and professionally.
- \* To respect and adhere to our charities policies and guidelines, particularly our health and safety and safeguarding policies.
- \* Inform your staff contact if you have any problems so that we can work together to find a solution.
- \* Inform your staff contact if there are any changes to your personal circumstances and provide notice if you no longer wish to be part of our team.
- \* To get involved and enjoy your volunteering to enable you to have the best possible experience.

## Concerns and Difficulties

If you have any concerns or complaints about your volunteering, please inform your staff contact immediately. We take all volunteer concerns very seriously and will do our utmost to resolve any difficulties.

If there are concerns about a volunteer's behaviour or if they are not seen to be making a sufficient contribution, the situation will be discussed amicably to address what steps should be taken. This could be additional training or changing the volunteer's role. However, if the problem still can't be resolved, even after further formal discussion, we may be forced to terminate the placement.

## Reliability and Commitment

It is important for all volunteers to let your staff contact know if there are any changes to your personal circumstances and provide as much notice as possible if you no longer wish to be part of our team.

If a volunteer is unable to attend their agreed session due to illness or personal circumstances, please inform their staff contact as soon as possible. Likewise, if volunteers have booked to go on holiday, please let us know that they will be unable to volunteer on certain dates and when they are expecting to return.

## Leaving a Volunteer Role

Volunteer roles at Calvert Exmoor are subject to review to ensure that the roles are still addressing the needs of both the volunteer and the charity. If a volunteer initially signed up for a set period of time, it is possible to continue volunteering afterwards as long as it is mutually agreeable.

If a person wishes to cease their volunteering, they can do this at any time, but notifying your contact in advance is appreciated. We encourage all volunteers to stay in touch with Calvert Exmoor's work and offer the opportunity to get back involved at some stage in the future. If requested, a volunteer can obtain a written reference.

## Health and Safety

It is imperative to Calvert Exmoor that we oversee the health and safety of everyone that works and volunteers at the Centre. Volunteers are covered by the same health and safety requirements and policy as paid employees. It is therefore essential that all volunteers understand that they have a responsibility towards promoting and maintaining health and safety standards.

If we have any concerns about a volunteer's health, we will discuss together the suitability of the role and how best to progress. This could result in either a change of role or ceasing volunteering at Calvert Exmoor.

All volunteers at Calvert Exmoor **must**:

- \* Read and sign Calvert Exmoor's health & safety policy and subsequently always comply.
- \* Take care for the health and safety of yourself and those persons who may be affected by your actions carrying out your duties.
- \* Report all accidents/incidents to a paid member of staff, whether or not any person has been

injured.

- \* Inform your staff contact of any personal health and safety requirements or concerns.

## **Smoke Free Policy**

It is the policy of Calvert Exmoor that our workplaces are smoke-free, and employees and volunteers have the right to work in a smoke-free environment. Smoking is prohibited in all enclosed and substantially enclosed premises in the workplace. This smoking policy is also inclusive of the use of Vapes.

Provision has been made for two outdoor smoking/vaping shelters. The first is located in the NE corner of the staff car park and is available between 0730 and 2300. The second is the SE corner of the courtyard, outside the staff drying room, between 2300 and 0730, when the Centre doors have been locked, and the alarm set, for the night.

Smoking/vaping may not take place in the courtyard at times when the car park smoking/vaping shelter is available.

## **Equal Opportunities Policy**

Calvert Exmoor is fully committed to providing equal opportunities throughout an individual's volunteering placement, and to eliminate discrimination in the workplace whether on ground of disability, gender, sexual orientation, marriage, race, colour, religious convictions, age, national or ethnic origins.

Any allegations of sexual or racial discrimination will be treated seriously and dealt with confidentially and speedily. Calvert Exmoor will not ignore, or treat lightly, grievances or complaints from members of a particular sex or racial group on the assumption they are oversensitive about discrimination.

## **Social Networking Policy**

The Charity recognises that employees, members and volunteers may engage in "social networking" while off duty. "Social networking," for the purposes of this policy, includes all types of postings on the Internet, including, but not limited to, social networking sites, (such as Facebook, MySpace or LinkedIn); blogs and other on-line journals and diaries; bulletin boards and chat rooms; microblogging, such as Twitter and the posting of video on YouTube and similar media.

Volunteers who engage in any form of social networking should be mindful that their postings, even if done off the Centre premises, could have an adverse effect on the Charity or any individual mentioned by name or innuendo.

To avoid compromising yourself or Calvert Exmoor you should follow the following rules on your personal social networking site:

- \* Do not use photos of anything not already in the public domain that is recognisably of Calvert Exmoor, (examples would include scenery, building or logos that are obviously Calvert Exmoor), without written permission.
- \* Do not have public conversations about Calvert Exmoor with members of staff or volunteers using

a social networking site.

- \* Do not include, or allow to remain on your site, any content that might bring Calvert Exmoor into disrepute.
- \* Do not discuss, or take part in a discussion of, anyone's auditability to work with children or disabled people.
- \* Do not discuss, or take part in a discussion of, Calvert Exmoor's policies, procedure or work practices.
- \* Do not allow guests of Calvert Exmoor become social media "friends."

Failure to comply with the above will be investigated and could lead to the termination of an individual's volunteer placement.

### **Insurance**

Calvert Exmoor has appropriate insurance in place to cover its volunteers. Our insurance includes both employers' liability insurance and public liability insurance in the event of harm to the volunteer due to negligence of the charity or a third party being injured because of the actions of a volunteer. Our insurance does not, however, cover any personal belongings.

### **Charity Details**

Calvert Exmoor  
Wistlandpound  
Kentisbury  
Barnstaple  
EX31 4SJ

Telephone: 01598 763221  
Email: [volunteer@calvert-trust.org.uk](mailto:volunteer@calvert-trust.org.uk)  
Website: [www.calvertexmoor.org.uk](http://www.calvertexmoor.org.uk)  
Registered Charity No. 1005776