

## **Volunteering Policy**

### **Introduction**

We intend to encourage and facilitate volunteers involvement in driving forward our mission and make them important stakeholders in our organisation. In doing so, we recognise that the roles of volunteers will complement and not replace the roles of paid staff. The time, energy and skills offered by our volunteers benefit our work and help us to achieve our aims. Experience has shown that volunteering also brings benefits to volunteers themselves and to those with whom they work.

In DrugFAM, a volunteer is understood to be a person who does voluntary work on our behalf. It is undertaken by choice and it is unpaid. DrugFAM undertakes to organise it effectively. Our relationship with our volunteers is one of mutual respect and commitment, within which DrugFAM and our volunteers both have rights and responsibilities. We will make sure that they will enjoy their involvement and gain from it in terms of their own personal and professional development.

### **Purpose of the Policy**

This Policy aims to:

- Highlight and acknowledge the value of the contribution made by volunteers
- Reflect the purpose, values, standards and strategies of DrugFAM in its involvement of volunteers
- Recognise the respective roles, rights and responsibilities of volunteers and DrugFAM
- Confirm DrugFAM's commitment to involving volunteers in its work
- Establish clear principles for the involvement of volunteers
- Clarify the roles of volunteers and address the relation between volunteers, those who engage them and those who receive their services
- Commit DrugFAM to take account of the interests of those who benefit from the work of our volunteers

- Help to ensure the on-going quality of both the volunteering opportunities on offer and the work carried out by our volunteers

## **Principles governing our Volunteering Scheme**

### **General**

In involving volunteers we will be guided by the following principles of good practice:

- The tasks to be performed by volunteers will be clearly defined, so that all concerned with their activities are sure of their respective roles and responsibilities
- DrugFAM will keep records of the work done by volunteers as a basis for monitoring, and volunteers will have access to their records
- Volunteering opportunities will complement rather than replace the work of paid staff
- Opportunities will be given for volunteers to represent their views to DrugFAM
- All existing and future policies will be checked as to how they affect volunteers
- A mechanism will be established by which the policy and procedures on volunteers can be monitored and reviewed

### **Recruitment and Selection**

- DrugFAM will adhere to the equal opportunities law when recruiting and selecting volunteers
- To ensure that all volunteering opportunities are widely accessible, they will be promoted appropriately in accordance with our written method for recruiting volunteers
- Volunteers will be required to complete a volunteer's application form
- Written task descriptions will specify time, commitment, necessary skills and actual duties
- We will request references for all volunteers
- People who offer to volunteer will have their offers dealt with as quickly as possible
- We will regularly review the way in which potential volunteers can make contact with us

- Placements will match the volunteer's skills, talents and interests with the voluntary work to be carried out
- Once placed, we will expect volunteers to comply with existing policies and procedures
- Our volunteers should have the right to do unpaid work in the UK
- All our volunteers will be police-checked before being allowed to come into contact with our clients
- Volunteers working directly with clients will be checked by the DrugFAM counselling service advisor

### **Support for volunteers**

- DrugFAM will invest financial and personnel resources for the management of volunteers
- Depending on role and experience, we will provide an induction period and review session for volunteers to assess the progress of their placements and to resolve any problems at an early stage
- We will provide funding for payment of volunteers expenses. Volunteers will be given clear information about what expenses can be claimed and how to make a claim
- Volunteers will be covered by insurance during the time they are working with us
- Volunteers will be given information on other legislation or policies which may affect them e.g. Health and Safety and Equal Opportunities. In these respects, volunteers will be treated in the same way as paid staff for liability purposes.
- All volunteers will be offered access to appropriate support and supervision on a regular basis
- All volunteers will be offered access to appropriate training to enable them to develop their capabilities and personal competence appropriate to their volunteering role
- Opportunities will be provided for changing and /or upgrading volunteer responsibilities as desired by the volunteer and appropriate to DrugFAM's needs

- Volunteers will be made aware of our complaint, grievance and disciplinary procedures and of who to contact if they have a grievance about any aspect of their work
- A designated person will be assigned responsibility for dealing with complaints about a volunteer's conduct in accordance with the general procedures of DrugFAM

### **Rights and Responsibilities of Volunteers**

In engaging volunteers, we recognize their rights to:

- Know what is expected of them and to be given clear information and an induction into the organization
- Have a named supervisor, with regular supervision meetings
- Be shown appreciation
- Have safe working conditions
- Appropriate insurance cover
- Know what their rights and responsibilities are if something goes wrong
- Be paid out of pocket expenses where there are receipts or similar evidence of cost to them
- Be trained and receive on-going opportunities for learning and development
- Be free from discrimination
- Experience personal development through their participation as volunteers
- Ask for a reference
- Be consulted on decisions that will affect what they do
- To be treated in line with our equal opportunities policy
- Withdraw from voluntary work

We expect that volunteers will:

- Carry out their tasks in a way which corresponds to the aims and values of DrugFAM
- Work within agreed guidelines and remits
- To meet mutually agreed time commitments, or give notice if this is not possible
- Follow the letter and spirit of our policies and procedures, including equal opportunities, health and safety and confidentiality

- Attend training and support sessions where agreed

### **Agreements**

In entering into agreements which involve volunteers we will ensure that:

- The role of volunteers is made clear and satisfactory arrangements are in place for their management
- The contract or service agreement provides for the necessary resources for involving volunteer
- Arrangements are made to set out the roles and commitments of the volunteers
- The impact of volunteering and its benefits are promoted and acknowledged

### **Working with Vulnerable Clients**

Due to the nature of our service, vulnerable clients may seek help from DrugFAM. We have an enhanced duty of care towards them. Our child and vulnerable adults policy covers our volunteers in the same way it deals with our paid staff.

DrugFAM will make sure:

- Satisfactory references (two references) have been received for our volunteers before they come into contact with vulnerable clients
- Enhanced criminal records checks have been carried out
- Thorough training and induction are given to volunteers
- Adequate supervision is provided
- Proper channels for clients, volunteers and staff have been considered to raise concerns

### **Expenses**

Volunteers should not be out of pocket as a result of volunteering with DrugFAM. Out-of-pocket expenses should be on a weekly basis. Typical expenses may include (but not necessarily be restricted to):

- Travel to and from wherever the voluntary work is taking place
- Travel while volunteering
- Meals taken while volunteering

- Post and phone calls
- Care of dependents (for example children, elderly parents) while volunteering
- The cost of protective clothing, special equipment or procedures necessary for the role (for example immunisation against hepatitis B)

Note: the cost of a volunteer using their own vehicle will be calculated by using HM Customs and Revenue's Mileage rate.

### **Action Plans and Reviewing the Policy and Procedures**

- DrugFAM will produce an annual action plan for volunteer's involvement
- DrugFAM will monitor and review this policy and procedures on volunteers on an annual basis and will nominate a member of the Management Committee/Board of Directors and a senior paid staff member/volunteer to undertake this monitoring and review role.

### **Responsibility**

Overall responsibility for the implementation, monitoring and review of the policy and procedures lies with the DrugFAM's Chief Executive Officer and, on a day to day basis, with our Volunteers Coordinator.

Appendices:

- 1 – Application Form
- 2 – Agreement
- 3 – Expenses