



Volunteer Policy

1.0 The Purpose of the Policy

The purpose of this policy is to provide overall guidance and direction for both staff and volunteers working at New Hope Global.

1.1 New Hope Global

NEW HOPE GLOBAL believes that volunteering helps affect social change and improves the quality of life for all. Volunteers are a valuable and integral part of society and deserve appropriate support and recognition.

1.2 Our Vision, Mission and Values

New Hope Global's vision is that everybody benefits from and contributes to an inclusive, empowering, and vibrant Birmingham.

Our mission is to unleash the power of voluntary action to deliver sustained benefits for Birmingham and its diverse communities.

We believe in:

- An independent, effective and sustainable third sector
- Voluntary action as a positive force for social change
- Equality and social justice
- Tackling discrimination and poverty
- All individuals and communities having a voice and access to excellent opportunities
- Effective consultation, collaboration and partnership across all sectors to achieve mutual goals
- Challenge, risk-taking, and innovation
- Working towards providing ethical and environmentally friendly resources and services.

As a way of supporting our mission, New Hope Global aims to promote, support and develop quality volunteering activity in Birmingham by linking individual volunteers to good quality volunteering opportunities and the wider community. It also aims to develop good practice in the training, development and management of volunteers.

1.3 Definition of Volunteering

In recent years there has been much debate about the meaning of the word 'volunteering.' Following a wide consultation, the revised *Volunteering: Compact Code of Good Practice*¹ was published in October 2005. It defines 'volunteering' as:

- Spending time, unpaid, doing something that aims to benefit the environment, individuals or groups other than (or in addition to) close relatives
- An important expression of citizenship and fundamental to democracy
- Freely undertaken and not for financial gain; the principle of non-payment of volunteers is central to society's understanding of volunteering.
- This conceptualisation of volunteering includes formal activity undertaken through public, private and voluntary organisations as well as informal community participation and campaigning. It is this understanding of 'volunteering' that informs our strategy.

1.4 Volunteer Opportunities

The range of volunteer opportunities within New Hope Global is wide and will change with the demands of the work being practiced and the volunteers involved with New Hope Global. A role description for the role which each volunteer is undertaking will be attached to their personal file which is in the office. If the volunteer's role changes then the new role description will also be added to their file.

A copy of all current roles will be available in the main folder of Volunteering Forms which is located on Onedrive. Roles will be developed with staff and volunteers. Individual volunteers will be able to develop their roles assisted by their 'one to one' support sessions.

1.5 Confidentiality

Volunteers are responsible for maintaining the confidentiality of privileged information to which they are exposed whilst volunteering with New Hope Global. This may include information about clients, members of staff, fellow volunteers, the business of New Hope Global or the general public. All such information should be treated in

¹ Active Communities Directorate, *Volunteering: Compact Code of Good Practice*, The Home Office, London, October 2005

confidence and should not be disclosed outside New Hope Global. The only exception to this would be if a volunteer were in receipt of information which led them to believe that there was a real risk to the person themselves or another person. In this case, the volunteer should follow the Whistleblowing Policy.

You will be asked to sign a confidentiality statement.

1.6 Public Face of New Hope Global

As representatives of New Hope Global, volunteers, like staff, are responsible for presenting a professional image to beneficiaries and to the community.

2.0 Volunteer Recruitment

The following outlines the methods New Hope Global will use for the recruitment and support of its volunteers.

2.1 Before We Recruit

We endeavour to refresh the commitment of New Hope Global to the inclusion of volunteers and to encourage all parts of the organisation to think about the opportunities which they might like to develop for volunteers.

2.2 Volunteer Roles

New Hope Global will create structured volunteer roles which outline the tasks involved and skills required. This will ensure that both New Hope Global and the volunteer know what is expected from each other. It will also allow potential volunteers to assess whether they feel they are suited to the offered role. Roles will however be treated flexibly with training and support being offered as appropriate or tasks being split between volunteers as necessary.

2.3 Advertising Volunteer Roles

When a new volunteer role is developed a copy of the role description will be given to existing volunteers and published on Do-it.org. New Hope Global staff will also be made aware of the new volunteer opportunity so that they can publicise it to their networks. Finally, Volunteer Centre Birmingham staff and volunteers will be expected to promote the role with the general public through their contact with people accessing the volunteer centre and through outreach events.

2.4 Accessibility

Any materials used in the recruitment of volunteers will be clear and easily readable. The emphasis will be on attracting potential volunteers to express an interest in the volunteer role and to encourage them to discuss their skills and suitability with New Hope Global.

2.5 Application Forms

The application form should be as simple possible whilst still collecting the information required. Further information can be obtained during the interview.

2.6 Volunteer Interviews

The word 'interview' can be intimidating to some so prospective volunteers will be 'invited in for a chat' instead. A relaxed friendly approach will be used during the chat to enable both parties to get to know each other, learn more about the role and what is involved, and decided if they are right for each other.

Before the prospective volunteer arrives, reception will be informed who to expect so that the individual's first impression is welcoming. A private area will be found to conduct the chat either in the office or in the lounge or in a meeting room. It should be away from distractions or disruptions.

The Interview Day Checklist provides prompts to ensure that a consistent approach is taken with each potential volunteer.

The answers to the interview questions will be recorded by the New Hope Global staff member who will also happily provide feedback to the potential volunteer about the interview if requested.

At the end of the interview the potential volunteer and the New Hope Global staff member will decide what the next step is and agree a timeline for the next actions.

If the volunteer does not seem suitable for the role advertised and there is no other role available which is more suitable then New Hope Global will assist the volunteer to look for a more appropriate role through Do-it.org and assist them with the first steps of applying.

2.7 References

The volunteer will be asked to provide two referees. These can be either from employment, education, personal friends or neighbours but should not be family members. New Hope Global will discuss the suitability of referees with the volunteer if they are concerned who they

should contact. If the person cannot supply references (e.g. an asylum seeker) then a risk assessment should be made as to whether the volunteer can be safely involved in the role.

2.8 DBS Checks

Using the DBS checklist the role of the volunteer will be assessed to see if a DBS check is required.

2.9 Application Timeline

The volunteer should be contacted by New Hope Global within one week of receipt of the application form to arrange an interview.

The interview will be arranged for a mutually suitable time.

A decision will normally be made at the interview as to whether the volunteer and New Hope Global wish to move forward with the volunteer placement. If it is not possible for the two parties to make a decision at the interview, then they should agree a deadline for the decision to be made.

Requests for references should be sent off immediately after the interview. The volunteer should be made aware that there can sometimes be a delay in references being returned but that New Hope Global will contact the volunteer after two weeks to give them an update.

Once the clearances have been done, New Hope Global will contact the volunteer to arrange a start date.

If there is any delay in the process, New Hope Global should ensure contact is made every two weeks to inform of developments and confirm to the volunteer that they are valued and not forgotten.

3.0 Equal Opportunities

Volunteers will be issued with a copy of New Hope Global's equal opportunity policy which applies to both staff and volunteers. Volunteers are expected to practice the principles set out in this policy.

4.0 Volunteer Support

4.1 Values

We want to make your time volunteering with New Hope Global a positive experience for both you and us. We believe that the provision of supervision and support is essential to achieving this goal.

The values underpinning our approach to volunteer support are:

- Support is a two-way process designed to support and enable you to meet the expectations of your volunteering role and to develop personally. As it is a two-way process, you should expect to actively participate in it.
- Ongoing support should be a positive process that involves recognition and praise where it is due and constructive criticism when required.
- Support meetings should take place in a climate of shared learning and understanding.
- Support meetings assist both you and us to protect your health and safety and that of your colleagues

Volunteers will be offered both group and individual support whilst volunteering with New Hope Global.

4.2 Aim

The aim of volunteer support is to provide a forum for feedback and two-way communication that:

- Enables you to make a positive contribution to New Hope Global's programmatic and strategic aims.
- Provides you with support, advice and guidance
- Enables the quality of New Hope Global's services to be monitored and improved
- Enables and encourages you to develop personally

4.3 Regularity

As a group, staff and volunteers will aim to have a joint meeting at least 6 times per year. Volunteers are expected to attend at least 4 of these meetings during each year. These meetings will also include a training element as appropriate. In addition, volunteers are invited to attend other New Hope Global meetings and events such as AGM's, Away Days, Full Staff Meetings, etc.

Individually, each volunteer will be allocated a 'supervisor' who will offer one to one support. These sessions should be undertaken regularly

with arrangements only being changed in unavoidable circumstances. Generally, you should expect to have a one to one support session once a month although you and your supervisor will decide on when and how these meetings will be arranged. Where possible, you should have a minimum of four one to one support sessions with your supervisor during the year in addition to your yearly review.

Your support sessions may take place either inside or outside New Hope Global. If they take place inside New Hope Global, you should expect that they occur in a quiet room. Both you and your supervisor should ensure that you are not interrupted particularly by telephone calls, including mobile phones.

4.4 What should be covered in the one to one support sessions?

You and your supervisor should include:

Discussion Point	Suggested Frequency
What has gone well.	Each session
What has not gone so well.	Each session
Identify any training or support needs you have.	Each session
Identify any area of volunteering, skills or experiences you would like to explore.	Each session
Any other business	Each session

4.5 Record Keeping

Notes of your support sessions will be recorded and checked with you to ensure accuracy. Once agreed these will be kept in your personal file which is located in the office.

4.6 Confidentiality

We will process, store and destroy any support notes held under this Policy in accordance with our Data Protection Policy. You will have access to copies of your support notes on request. You and your supervisor may use your support notes when dealing with any problems in your volunteering, as referred to in section 7 below.

4.7 Expenses

New Hope Global reimburses volunteers' out of pocket expenses. Travel expenses will be refunded against tickets or receipts. Car mileage allowances will be refunded in line with current New Hope Global rates which are available on request.

For guidance on how volunteers should claim their expenses, please refer to the *Travel and Subsistence Expenses Policy* which is located on the U drive.

5.0 Health and Safety

New Hope Global takes the health and safety of employees and volunteers seriously. To this end, New Hope Global has a health and safety working group that has representatives from across the organisation to review health and safety matters regularly. The group meet every 6 weeks. All staff and volunteers are invited to raise issues that are then discussed and actioned by the group. Volunteers will be issued a copy of the *New Hope Global Health and Safety Policy* and are expected to abide by these guidelines.

In addition to the New Hope Global Health and Safety Policy, *Guidelines for Working and Volunteering in the Volunteer Centre* have been written to assist those who directly support service users in the Volunteer Centre. Volunteers will be issued with a copy of this document and are expected to abide by these guidelines.

As part of the Health and Safety Policy all volunteers will be required to sign in when coming onto New Hope Global's premises and sign out when leaving, the register is held in reception.

NEW HOPE GLOBAL has a range of different insurances to cover all aspects of our activities, which includes the range of volunteering activity that New Hope Global undertakes.

New Hope Global undertakes annual building, VDU and fire risk assessments which are recorded and available to all staff and volunteers. All other regulatory requirements are adhered to. New Hope Global has trained first aiders and trained fire marshals on site and their details are displayed at sites around the building.

With regard to insurance it is important that volunteers are aware that they must not be alone in the organisation. A paid staff member must be present at all times whilst volunteers are there.

6.0 Complaints and Problems

New Hope Global has a policy for looking at and resolving problems and complaints in relation to volunteers. This policy is called *Dealing with Problems* and can be found on the C drive.

7.0 Quality & Review

New Hope Global strives to operate to the highest level of professionalism and is proud to hold accreditations as both Investors in People and Investors in Volunteers.

New Hope Global will work insure that our volunteering policies and procedures are appropriate to the needs of New Hope Global and its volunteers as well as reflective of best practice in volunteer management.

Although this will be an ongoing process a formal yearly check-up will be undertaken to ensure that volunteering policies and procedures are current and informed by an up to date understanding of best practice in volunteer management.

8.0 Ending Volunteering

If you decide no longer to volunteer with New Hope Global, or if New Hope Global decide that they no longer require your services as a volunteer, then New Hope Global will ask to meet you to discuss your assessment of the time you have spent volunteering, including what New Hope Global did well, and how they could do better.



VOLUNTEER POLICY

I have read and understand the Volunteer Policy.

Signature: _____

Full Name (please print): Nawsher Ahmed Sikder

Date: 19/07/2020

Please return your acknowledgement to the Volunteer Coordinator.