



Volunteer Policy & Procedure

1 EnhanceAble and Volunteers

- 1.1 Volunteers have always been key to EnhanceAble ever since it was started in 1953 by volunteers - a group of parents of people with cerebral palsy - to support a group of young people with cerebral palsy for whom there were no other services or work opportunities.
- 1.2 EnhanceAble today now supports disabled people and their families providing specialist services: a day service including activities such as art, music and sport, Community based support, Respite care and after school clubs for children.
- 1.3 We have two charity shops, the income from which contributes towards our work. Funds are raised through fees charged for our day service and supported living service.
- 1.4 Volunteers are vital in all parts of EnhanceAble; indeed, committees made up of volunteers run the charity. Volunteers provide support with a range of activities and administration. The charity shops are staffed almost entirely by volunteers. It is EnhanceAble's policy not to use volunteers to replace paid staff or to provide core social care tasks.

2 What Is A Volunteer Policy and Why Do We Need One?

- 2.1 A volunteer policy is the base on which EnhanceAble's involvement of volunteers is built. It pulls together all the elements in EnhanceAble that affect volunteers.
- 2.2 A volunteer policy shows that we are committed to our volunteer programme and to our individual volunteers.
- 2.3 It helps to ensure fairness and consistency. Working with volunteers means dealing with a wide range of people. Being able to refer to a written policy makes sure that decisions are not made on an off the cuff basis, and that all volunteers are treated equally and fairly.
- 2.4 A policy enables volunteers to know where they stand. They know how they can expect to be treated, and where they can turn to if they feel that things are going wrong.

- 2.5 It helps to make sure that paid staff, managers, volunteers and committees fully understand each other's role within EnhanceAble.

3 Volunteer Recruitment

- 3.1 EnhanceAble works with people with physical and learning disabilities. Therefore, volunteer recruitment must protect both the service users and volunteers.
- 3.2 Volunteers can be taken on through a range of methods, including newspaper and radio advertisements, and word of mouth.
- 3.3 Volunteers will be asked to fill in a simple application form. The form will be sent, together with a copy of a volunteer role outline setting out the tasks that a volunteer might be interested in doing. Application forms should be returned to the manager, responsible for that area of work unless someone else has been asked to deal with it.
- 3.4 The manager responsible for the part of the organisation applied to will usually deal with the application.
- 3.5 All applicants must have two written references which are satisfactory to EnhanceAble. Ideally, one reference should be from an employer or from school/college. Where agreed by the applicant on the application form, references will be taken up, prior to interview.
- 3.6 All volunteers will be required to undertake a DBS check. This will be organised and paid for by EnhanceAble.

4 Equal Opportunities

- 4.1 EnhanceAble is an equal opportunities employer. We aim to get rid of barriers and to make sure that people are not treated unfairly because of their gender, marital status, age, race, nationality, national or ethnic origins, disability, cultural background, sexuality, religious or any other basis. Please see EnhanceAble Equal Opportunities – Staff Policy and Procedure.

5 Induction and Training

- New volunteers will be given background information about the charity.
- Volunteers will be expected to visit our services, so that they can understand what goes on in different parts of the charity.

- Volunteers will be able to take up training and development opportunities which their line manager feels are appropriate and relevant to their role.
- Volunteers will be required to attend training which is crucial for their role such as health and safety, moving and handling, disability awareness and customer care training. Any one who drives one of our vehicles must take a test (which EnhanceAble will pay for) to make sure that he or she is competent and meets our organisational standards for driving.

6 Supervision and Support

- 6.1 Volunteers will be offered regular contact with their manager or another paid staff member with responsibility for volunteers. During this contact (known as supervision), volunteers can expect to receive support in carrying out their tasks and EnhanceAble can also support them in achieving any agreed goals. This is also where volunteers can discuss any issues or concerns they may have, as can their manager. During these sessions, managers will also identify whether the volunteer has any training needs.

7 Expenses

- 7.1 Out of pocket, reasonable expenses incurred by volunteers in carrying out their role will be reimbursed. Such expenses might include travel. Volunteers must have expenses agreed before incurring/claiming them.

8 Insurance

Volunteers are insured through EnhanceAble's employer's liability cover.

9 Health and Safety

- 9.1 EnhanceAble provides a safe and healthy workplace and working environment for all working (paid or otherwise) for the charity in accordance with the Health & Safety at Work Act 1974 and associated legislation. Whilst the appropriate manager is responsible for compliance with Health & Safety procedures, people working for EnhanceAble also have responsibility under the Act to take care of their own safety, and that of other workers, and to co-operate with us to enable the organisation to carry out its responsibilities. Please see EnhanceAble Health & Safety Policy and Procedure.

10 Grievance and Disciplinary Procedures

10.1 Volunteers will have the right to raise issues of concern with their manager. Equally, the manager will raise any areas of concern that may arise with the volunteer. The following Code of Conduct sets out the group's expectations of you as a volunteer and what you are entitled to expect from your manager in terms of support, training etc.

11 Code of Conduct

- The line manager has a duty to ensure that the volunteer receives adequate training and support, but the volunteer has a duty to highlight any issues to him and to attend planned training.
- The Volunteer must show respect, courtesy and consideration for colleagues, paid and unpaid. In the busy environment of EnhanceAble it can be easy to forget every day courtesies. This leads to people feeling undervalued and uncared for. Colleagues must be treated in a polite and courteous fashion.
- Volunteers are very valuable to us and we depend upon them. It is therefore very important that they arrive for work promptly and let us know in good time if they expect to be late or are unable to work.
- Volunteers must endeavour to present the public with a positive image of EnhanceAble; remembering that they may be one, or the only, representative of EnhanceAble that they will meet.
- Volunteers are some of the most visible people in the organisation. It is important that they present themselves in a professional manner. By this we mean, they should be clean, well presented, and polite and courteous whilst dealing with the public.
- Volunteers must not use abusive language or behave in an abusive way while volunteering for us. We take all forms of abuse and harassment extremely seriously.
- Volunteers must have professional relationships with service users. You should be careful that your relationships with service users do not become inappropriate or unprofessional (see EnhanceAble Professional Boundaries).
- Follow the instructions given by your manager.
- As a new volunteer it is sometimes unclear as to why managers might ask a volunteers to do something. Volunteers should always ask your manager to

explain things to you if they do not understand. However, at the time, it is important that Volunteers trust their manager and do as they ask.

- Volunteers must not be under the influence of drugs or alcohol when you come to work at EnhanceAble (see Alcohol and Drugs Policy)
- Volunteers should not exchange gifts or buy and sell with service users on an individual basis. (See Professional Boundaries and Gifts to Staff). By exchanging gifts and trading with service users Volunteers will blur professional boundaries and also become vulnerable to complaints being made about them.
- Volunteers must not discriminate against any service user, colleague or the general public. This means that volunteers must not treat someone less favourably on the grounds of race, religion, sexuality, gender, culture, age, disability or illness (see Equal Opportunities Policy).

12 Application Process

- 12.1 Once the completed application form has been received, the appropriate manager will arrange to see you, usually with a service user. References will always be taken up (see above).

13 Decision

- 13.1 The manager will let the applicant know, as soon as possible, whether or not your application to become a volunteer for EnhanceAble has been successful.