

CSCIC	CSCIC P03 Volunteer Policy	ISSUE	1
		UPDATED	13/01/23

Document	CSCICP03 Volunteer Policy
Compiled by	Anna Bonallack, CEO
Scope	This policy supports people who are taking some responsibility for CS activities and participants, and are not asking for remuneration for their time, to have a safe, fair and positive experience. CS is aiming to produce a volunteer handbook for 2023. See National Council for Voluntary Organisations for advice and guidance beyond the scope of this policy.
Approved by	Anna Bonallack CEO
	Claire Hatfield

Version	Description	Date
1	Total policy review	13/01/2023 AB

Key contacts:
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CSCIC	CSCIC P03 Volunteer Policy	ISSUE UPDATED	1 13/01/23
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Contents

Contents	2
1. Definition of volunteer	3
2. Principles of Compliance with Safeguarding	3
3. Rights of Volunteers.....	4
4. Responsibilities of Volunteers	4
5. Recruitment of volunteers.....	4

Key contacts:
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CSCIC	CSCIC P03 Volunteer Policy	ISSUE UPDATED	1 13/01/23
-------	----------------------------	------------------	---------------

1. Definition of volunteer

Volunteers are an important cohort for any community organisation. For CS the definition of a volunteer is a little less clear than the traditional transaction of someone who helps people who need help. We might define a volunteer for CS as someone who:

- is participating in opportunities that will benefit them with a view to supporting others at the same time within the scope of CS values and aims;
- is willing and able to participate in activities with limited support from staff;
- has knowledge of their needs and awareness of how these are being met through volunteering, for their personal development needs, where these include:
 - a sense of belonging, community and ownership;
 - extending skills and confidences;
 - improving mental and physical health;
 - active local and global citizenship.

We prefer to identify this important way of participating as simply joining in, where we cannot subscribe to the notion that some people need help and others give it to them, aiming instead to support everyone to contribute to their own and others' development.

However, sometimes it is necessary to define a volunteer in the more conventional sense, with this policy being a good example of this need. Funding applications and reports ask for numbers of volunteers which is hard for us to define otherwise, and the conventional language around volunteer benefits is often what attracts people to the role.

More difficult is the blurred line for us in terms of compliance – DBS, insurance, mutually agreed role descriptions and volunteer rights. In this area we define the conventional processes but discretion on the part of the programme manager is entirely legitimate where this will benefit the participant and their experience. Principles and processes are all up for discussion with the CS team and any concerns arising should be discussed with the person/s responsible for this policy – the CEO and named Director for Volunteer Policy.

2. Principles of Compliance with Safeguarding

All adults with responsibility in running CSCIC events and activities, regardless of their named role, will:

- hold an enhanced DBS, processed according to legislation;
- abide by the CSCIC policies and procedures relating to keeping everyone safe;
- have the information needed to choose whether or not to participate in activities and events prior to their involvement;
- be considered with sensitivity in terms of suitability for a role, in terms of their knowledge, skills and understanding of principle policies and procedures listed below;
- be supported to develop their skills, knowledge and understanding both in so make a positive contribution to the activities and community, and creating a safe, supportive space for others.

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CSCIC	CSCIC P03 Volunteer Policy	ISSUE UPDATED	1 13/01/23
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3. Rights of Volunteers

All adults with responsibility in running CSCIC events and activities, regardless of their named role, will get:

- accurate information on the organisation and its policies;
- clear descriptions of the tasks and the skills needed;
- a safe working environment;
- agreed and reasonable expenses reimbursed where possible;
- a choice of roles and tasks that meet their needs and personal development goals;
- a named person they can go to for advice and support;
- protection from discrimination and violence, verbal and physical;
- constructive feedback on their contribution;
- access to requisite policies, procedures and other compliance documents that support their rights and compliance.

4. Responsibilities of Volunteers

All adults with responsibility in running CSCIC events and activities, regardless of their named role, must:

- treat all individuals taking part in CSCIC events and activities with courtesy and respect;
- be reliable, carry out agreed roles and tasks and to inform their manager with reasonable notice if they cannot fulfil these;
- co-operate with other volunteers, staff and participants;
- seek support and guidance when needed in order to conduct their role;
- act according to the CS policies and procedures as follows:
 - [CSCICP01 Diversity and Inclusion Policy.docx](#)
 - [CSCICP02 H&S Procedure.docx](#)
 - [CSCICP06 Safeguarding Policy.docx](#)
 - [CSCICP11 GDPR Policy and Procedure](#)

5. Recruitment of volunteers

All adults seeking a role in running CSCIC events and activities, regardless of their named role, will be:

- provided with information on the aims, principles and logistics of the CSCIC activities and events that they may be involved with;
- invited to an informal interview to establish their reasons for wanting to participate in this way and potential contribution they could make;
- given confirmation when they have been accepted as a volunteer, or clear reasons why they are not being invited to take the next step;
- given clear expectations of them and the support they can expect to fulfil their role;
- recruited in accordance with [CSCICP01 Diversity and Inclusion Policy.docx](#).

Key contacts:

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