



Community Planning
in Aberdeen

Making the Difference: Volunteering in Aberdeen

VOLUNTEERING TOOLKIT



Making the difference: Volunteering in Aberdeen

VOLUNTEERING TOOLKIT

Introduction

44,000 Volunteers in Aberdeen currently give a staggering 3.7 million hours of their time to help make life in this city better. At the average hourly Aberdeen wage, that amounts to £57.8 million in cash value. The social value of these hours is less measurable. Suffice it to say that the city would be unrecognisable without the work of volunteers. (statistics from the Office of National Statistics and the Scottish household Survey)

Aberdeen is truly a volunteering city.

This toolkit is designed by Aberdeen Council of Voluntary Organisations (ACVO) to help organisations make the best use of volunteers to help your work. We wish to acknowledge the work of Volunteer Development Scotland for producing some of the materials from which this toolkit has been developed.

We hope that the toolkit will enable and encourage organisations to effectively use volunteers. This may take the path of seeking to achieve “Volunteer – Friendly” status, a charter-mark which demonstrates good practise in the use of volunteers.

This toolkit is designed to accompany the city-wide Volunteering Strategy of Community Planning Aberdeen, the local Community Planning Partnership. The strategy has the vision that;

- Aberdeen Citizens are inspired to volunteer
- There are a wide range of volunteering opportunities across the City
- Aberdeen Citizens have a positive and rewarding volunteering experience
- The rights and responsibilities of volunteers are recognized and respected
- Volunteering in Aberdeen and the contribution volunteers make is recognized and celebrated

How to use the toolkit:

This toolkit is exactly that. It's a selection of tools. You don't use all the tools in your toolbox at the same time and you won't use all your tools on the one job.

So...

- a) Take your time!
- b) Look at the checklists.
- c) Decide which of these apply to your organisation **(not all of them will)**.
- d) Note what the checklist indicates might be helpful for you.
- e) Prioritise what is most important for your organisation.
- f) Use the model policies and agreements to develop policies and procedures to meet your own requirements.
- g) In light of your policies, look at the example forms which might support some of the decisions you make regarding policies.

There are many tools which will do the job. The ones included here are a very basic starter set. You will want to modify and add to these tools over time. If you want to discuss your requirements, contact ACVO at enquiries@acvo.org.uk or telephone us on 01224 686058

TOOLKIT CONTENTS

-Practical examples of best practice models, forms, policies and checklists.

-The examples can be adapted to suit your organisation's needs. Please feel free to customise.

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SECTION 1:

CHECKLISTS

YOUR ORGANISATION AND POLICIES

The following sections are designed to help you with best practice in working with and supporting volunteers. The sections can be looked at separately with the understanding that your volunteers' policy and procedures will affect many of your other policies.

For example the Health and Safety policy statement covering your volunteers needs to be written with equal opportunities in mind, affording your volunteers the same degree of protection as your paid staff.

For a quick check of where you are now:

Checklist	Do you have	Do you need	Action
Volunteer Policy			
Health & Safety			
Equal Opportunities			
Data Protection			
Protection of Vulnerable Groups			
Working with children and young people			
Working with protected adults			
Volunteer Agreements			
Volunteer out of pocket expenses and insurance cover			
Volunteer Drivers			
Volunteer Agreements			
Confidentiality			
Recruitment and Selection			
Task Description/Specification			
Application forms			
PVG Scheme membership			
References			
Training and development			
Task Record			
Training Record			
Support and Supervision			
Resolving problems			
Other information			

Within this pack there is information to get you started in producing your Volunteer Policy and Procedures. Included are examples of best practice for your use.

YOUR ORGANISATION AND POLICIES – reference

The following sections are designed to help you with best practice in working with and supporting volunteers. The sections can be looked at separately with the understanding that your volunteers' policy and procedures will affect many of your other policies.

For example the Health and Safety policy statement covering your volunteers needs to be written with equal opportunities in mind, affording your volunteers the same degree of protection as your paid staff.

Toolkit Model Examples	Toolkit Reference			
	Checklist	Policy	Agreement	Form/Other
Volunteer Policy	A2 A3	B1		
Health & Safety		B2 B3		
Equal Opportunities	A4	B4		
Data Protection	A8			
Protection of Vulnerable Groups		B5		
Working with children and young people	A5	B5		
Working with protected adults	A5	B5		
Volunteer Agreements			B6	
Volunteer out of pocket expenses and insurance cover				C3 C4
Volunteer Agreements			B6	
Confidentiality			B7	
Recruitment and Selection				C1
Task Description/Specification	A6			
Application forms				C1
Protection of Vulnerable Groups	A5	B5		
References				C2
Training and development	A7			
Task Record	A6			C5
Training Record				C6
Support and Supervision				C5
Resolving problems		B1		
Other information				

Within this pack there is information to get you started in producing your Volunteer Policy and Procedures.

VOLUNTEER POLICY
Policy and Procedures Statements for Volunteers

	Do you have a statement?		Do you need a statement?			
	yes	no	yes	no	not yet	when
A Volunteer Policy <u>may</u> include statements on:						
Volunteer Induction Pack						
Insurance for volunteers						
Out of pocket expenses for volunteers						
Equal Opportunities policy						
Data Protection						
Human Rights						
Protection of Vulnerable Groups						
Health & Safety policy						
The role, rights and value of volunteers						
The purpose of a policy on volunteers						
Working with vulnerable groups						
Working with volunteers with additional support needs						
Confidentiality						
Volunteer recruitment and selection						
References for volunteers						
Support & supervision of volunteers						
Training and development of volunteers						
Involvement of volunteers in consultation and decision-making						
Resolving problems						
Volunteer drivers						
Monitoring and evaluation						

Adapted from Framework for Volunteering
 Volunteer Development Scotland

VOLUNTEER POLICY

Policy and Procedures Documents

	Do you have a statement?		Do you need a statement?			
	Yes	No	Yes	No	Not yet	When
Documents that might be used in implementing a policy on volunteers:						
Application form						
Guidelines for volunteers						
Health and Safety policy						
Insurance policy						
Equal Opportunities policy						
Human Rights policy						
Data Protection policy						
Staff assessment survey on volunteer involvement						
Staff request form for volunteer assistance						
Recruitment message						
Volunteer task description						
Volunteer specification						
Volunteer information leaflet						
Letter to referees						
PVG forms						
Questions for selection interview						
Volunteer Agreement (rights & responsibilities)						
Review form						
Volunteer expenses claim form						
Volunteer evaluation form						
Resolving problems procedures						
Befriender Agreement						
Induction training						

Adapted from Framework for Volunteering
Volunteer Development Scotland

EQUAL OPPORTUNITIES CHECKLIST

Barriers to volunteering

The information below identifies some of the barriers people may experience when wanting to volunteer and some strategies that you and your organisation could use to overcome them.

Barrier	Suggestions to reduce them
Lack of knowledge about how to become a volunteer with your organisation	Register your organisation with Volunteer Action and access Volunteer Action monthly news slots. Use IT for publicity and information. Attend promotional activities.
Lack of experience of volunteering	Arrange open days/visits for potential volunteers. Arrange trial periods. Use of workplace mentors/befrienders. Split jobs down into 'bite size' chunks.
Previous negative experience of volunteering	Emphasise benefits of volunteering.
Out of pocket expenses incurred	Reimburse out of pocket expenses. Arrange for pick-up or car sharing. Supply specialist equipment and uniforms.
Lack of childcare/dependant care	Provision of out of pocket care expenses.
Difficulty of access for people with disabilities	Improve physical access.
The language used may deter a range of volunteers	Avoid jargon. Use clear English.
Publicity may not appeal to a range of volunteers	Use posters that are clear, not overcrowded. If using pictures, avoid people, as they may be off-putting. Cartoons and objects may have more impact. Check RNIB, Clear Print Guidelines ¹ for advice on colours, fonts style and size.
Timing and place of voluntary work	Check on volunteers' transport needs, times of buses etc, and arrange hours accordingly.

CHECKLISTS A4

EQUAL OPPORTUNITIES CHECKLIST

Barriers to volunteering

Barrier	Suggestions to reduce them
Volunteers have limited skills	Break volunteer jobs down to encourage more volunteers to participate. Use of workplace mentors/befrienders. Set up support systems. Contact Volunteer Action for information about training courses for volunteers. Think diversity.
Concern about losing benefit payments	Have a supply of the leaflet 'Volunteering and Welfare Benefits'. Be clear about the volunteering and benefits so that you can explain them to the volunteer.
Concern about a previous 'criminal' record	Have a selection procedure that makes it clear to everyone how this may/may not be relevant. Refer to your Equal Opportunities Policy. Reassurance about confidentiality and data protection.
Discrimination on grounds of race or ethnic origin, colour or creed, political belief, social or economic class, gender, disability, sexual orientation, age, marital status or parental status, family history or address	Implement Equal Opportunities policy.

Adapted from Framework for Volunteering
Volunteer Development Scotland

PROTECTION OF VULNERABLE GROUPS POLICY PREPARATION

If your organisation is working with “Vulnerable Groups” (children or protected adults) having a policy (and implementing it) will help you ensure the safety of everyone who uses the services of your group and the volunteers and staff you use to deliver these services.

Where your volunteers are working with children or protected adults it may be the case that they are doing “Regulated Work”. If a person is barred from doing “Regulated Work” It is an offence for them to do regulated work or for an organisation to employ them (either as paid staff or as a volunteer).

The only way to ensure that you do not employ someone who is barred from “Regulated Work” is in most cases to ask for membership of a Protection of Vulnerable Groups (PVG) Scheme.

If you are unsure whether or not you can require your volunteers to join a PVG Scheme, a good self assessment tool is available on the disclosure Scotland website at;

http://www.disclosurescotland.co.uk/pvg_training/self-assessment/

Volunteers with Third Sector Organisations can receive free membership of the relevant PVG Scheme through the Central Registered Body for Scotland (CRBS).

Qualifying organisations can register with CRBS in order to receive PVG information through the CRBS website at www.crbs.org.uk .

CRBS is a great source of information about PVG and Disclosure issues generally and offer free training.

Issues relating to PVG/Disclosure requirements are commonly misunderstood and it is important to seek reliable advice from authenticated sources such as those indicated above.

Work through the checklist on the next page.

Guidelines for developing Protection of Vulnerable Groups Policy

1. Adopt a policy statement on safeguarding the welfare of children and protected adults, and make ALL staff and volunteers aware of it
2. Plan the work of the organisation so as to minimize situations where the abuse of children, young people and protected adults may occur
3. Assess whether the volunteer roles you are offering are “Regulated Work” with children or protected adults.
4. Where appropriate, ask for membership of a relevant PVG scheme
5. Give all paid staff and volunteers clear roles
6. Use supervision as a means of protecting children and protected adults
7. Treat all job applicants for any position (paid or unpaid) involving contact with children and young people or protected adults in the same way
8. Gain at least two references from people who have experience of the applicant’s work
9. Explore all applicants suitability in an interview before appointment
10. Ask all applicants about any conviction for criminal offences
11. Make appointments conditional on successful completion of a probationary period
12. Issue guidelines on how to deal with the disclosure or suspicion of abuse

INSTANT AUDIT	YES	NO	Not needed	Action
Do you have a vulnerable groups protection policy?				
Have you been given any training in child or adult protection?				
Does your organisation always take up references for volunteers?				
Does your organisation interview volunteers?				
Does your organisation have an induction process for volunteers?				
Is your organisation registered to receive PVG or Disclosure information?				
Does your organisation have guidelines on what to do on disclosure or suspicion of abuse?				
Do you have a confidentiality policy?				
Are parents involved in the operation of your organisation?				
Does your organisation have a complaints procedure?				

Adapted from material produced by Volunteer Development Scotland

Volunteer Task Description

For a new volunteering position, consider the following to help you devise a task description.

Volunteer Title	
Where will the volunteer be based	
What is the purpose of the position	
What will the volunteer be required to do	
What are the different elements of the voluntary work e.g. driving; dealing with money	
What are the key tasks	
Specific requirements e.g. driving licence	
What is the purpose of the position	
How many hours commitment will the voluntary work require	
When will the volunteer need to be available and what are the options	
What is the relationship between volunteers and paid staff	
Who will the volunteer work with	
What client group will the volunteer be involved with	
Will disclosure be required	
Who will provide support and supervision for the volunteer	
Who will the volunteer be accountable to	
Who will support/supervise the volunteer	
What training will be necessary and available	
In what way will the volunteer be given recognition within the organisation	
What is expected of the volunteer by way of initiative, independence and teamwork	

Volunteer Specification

The Task Description will form the basis for preparing a volunteer specification. The specification outlines the particular skills, knowledge and ability the tasks require. This will allow you to select a volunteer on the basis of their ability to carry out the tasks.

Adapted from Engaging Volunteers
Volunteer Development Scotland

TRAINING AND DEVELOPMENT

Volunteer Induction

Activity	Person responsible	When	Tick when done
Welcome and introductions		First day	
Introduction to the organisation, its policy and procedures		First day	
Guidelines for volunteers		First day	
Tour of the building and introductions		First day	
Domestic matters		First day	
Volunteer Agreement		First day	
Named contact/support person		First day	
Voluntary work task outline		First day	
The structure of the organisation		First week	
Volunteer Policy		First week	
Volunteers' Handbook		First week	
Team meetings		First week	
Support and Supervision		First week	
Induction review		First week	
Work plan		First month	
Training requirements		First month	
Background reading if appropriate		First month	
Support		Ongoing	

DATA PROTECTION

It is a requirement of the 1998 Data Protection Act that anyone storing personal data (information that can identify a living person) must store that data in accordance with the eight principles of Data Protection. Information about these principles can be found here; http://www.ico.gov.uk/for_organisations/data_protection/the_guide.aspx

The Act allows individuals (in certain circumstances) to have access to the information that is held about them.

Not every organisation that holds personal data will require to register with the Information Commissioner but all personal data must be stored in a confidential and secure manner. To find out if you need to register go to the Information Commissioner's website at www.ico.gov.uk

Be aware that a number of unscrupulous organisations may contact you demanding large payments to "register for Data Protection". If in doubt check the Information Commissioners website at www.ico.gov.uk

It is obviously important to keep any personal information collected confidential and secure.

The following checklist can help you to develop policy which complies with regulation;

Checklist	Do you do/ have	Tick when done
Store only what is essential and accurate information		
Secure storage for all confidential information		
Written permission to pass confidential information about a volunteer on to other people, within or outwith the organisation, must be obtained from the volunteer		
Access to confidential information restricted to those with a genuine need to know		
Information you gather an about individual that is no longer required should be destroyed by shredding, e.g. selection documents.		
Only obtain references for those volunteers who you intend to accept as volunteers		

For further information

Data Protection www.ico.gov.uk

There are special requirements on the confidentiality of the handling of **Disclosure Information**. This is available from the Central Registered Body in Scotland (CRBS) the national clearing house for Disclosures for volunteers and voluntary sector staff. www.crbs.org.uk

SECTION 2:

**EXAMPLE MODEL
POLICIES AND
AGREEMENTS**

VOLUNTEER POLICY

Anyorg AIMS TO:

Insert your organisation aims here

PURPOSE OF POLICY

- The purpose of this policy is to provide overall guidance and direction to staff, management committee and volunteers engaged by **Anyorg**.

Anyorg COMMITMENT TO VOLUNTEERS:

- + Recognise the important contribution which volunteers make to the aims and objectives of the organisation.
- + Encourages the involvement of volunteers in its work. Staff members are encouraged to assist in the creation of productive volunteer roles that are of benefit to the volunteers and its organisation.

Anyorg WILL PROVIDE VOLUNTEERS WITH:

- + Clear role task descriptions and time commitment, outlined either verbally or in written form.
- + An induction to the work of **anyorg** and preparation appropriate to the nature of the task they perform.
- + A named person who is responsible for providing regular support, guidance and feedback.
- + Clear information about out of pocket expenses and simple and straightforward systems for claims and payments.
- + A trial period for the benefit of both volunteers and anyorg to allow both parties to review progress and suitability.
- + Opportunities to participate in decision-making where appropriate.
- + Information on the insurance cover provided.
- + Information and guidance on health and safety.

Anyorg EXPECTS VOLUNTEERS TO:

- Complete a registration form and provide references, where appropriate, and work within the aims and objectives of the organisation.
- Use support, guidance and feedback offered and to participate in appropriate induction.
- Keep to agreed commitments and, when unable to do so, inform **Anyorg**

VOLUNTEER POLICY

- ❑ Maintain confidentiality of all privileged information to which they are exposed while serving as volunteers.
- ❑ Disclose information, which may have an effect on their suitability to volunteer, at any time during their involvement with **Anyorg**. Such information will be dealt with confidentially.

-RESOLVING PROBLEMS

- ❑ It is hoped that volunteers and **Anyorg** will work together co-operatively and that both parties benefit from such work. However, it has to be accepted that problems may occur.
- ❑ In order to deal with situations in as positive a way as possible, both parties will be able to use a grievance procedure. The aim of the procedure is to assist both parties to find an acceptable solution to any problems.

-RECRUITMENT AND SELECTION OF VOLUNTEERS

- ✚ Volunteers will be recruited following the selection procedure and on an equal opportunity basis. The main recruitment measures will be the person's suitability to the task. In the event of a person not suiting the task **Anyorg** will endeavour to find another suitable task.

-RECORDS

- ✚ **Anyorg** will set up a record for each volunteer, including dates of services and tasks undertaken, which must be kept up to date and confidential. Where appropriate **Anyorg** will provide references for volunteers.
- ✚ **Anyorg** will set up a record of training and personal development activities undertaken by the volunteer.
- ✚ A Personal Development Plan will be available to all **Anyorg** volunteers.

HEALTH AND SAFETY POLICY

GENERAL STATEMENT

Our policy is to provide and maintain safe and healthy working conditions and equipment for all our staff and volunteers.

To this end, we will, so far as is reasonably practicable:

- 1 Provide a working environment, equipment and systems of work, which are free from hazard and without risk to health.
- 2 Make arrangements for ensuring safety, and minimise the risk to health in connection with the use, handling, storage and transport of articles and substances. Provide comprehensive information about the risks and necessary precautions.
- 3 Provide such information, instruction, training and supervision as is necessary to ensure the health and safety at work of staff, volunteers and others.
- 4 Ensure that the premises/office(s) under the organisation's control are maintained to an acceptable standard of safety, without risk to health and with adequate access in and out of the premises. Where an office is located within premises of a host organisation ensure that you obtain, read, understand and follow the procedures required by the host organisation.
- 5 Make adequate arrangements for facilities and arrangements for the welfare of employees at work and, if appropriate, health surveillance.
- 6 Provide and maintain arrangements for the emergency evacuation of premises in case of fire or other emergency. Where an office is within premises of a host organisation ensure that you obtain, read and understand these arrangements.

Date:

Signed by:

Position:

HEALTH AND SAFETY POLICY

RESPONSIBILITIES

Overall and final responsibility for health and safety in **anyorg** is that of the **Management Committee**.

The day-to-day responsibility for health and safety is that of the **Manager**. S/he is assisted in this by a nominated person.

All staff and volunteers engaged in the activities of **anyorg** must be aware of their responsibility:

- To take reasonable care of their own health and safety and for the health and safety of others who may be affected by their acts and/or omissions.
- To co-operate with the **Committee** in carrying out any duty or requirement imposed on them by statutory measures or by good practice.
- Not to interfere intentionally or recklessly with, or misuse anything provided, in the interest of health, safety or welfare.
- To notify a member of management or the Health and Safety Advisor, or his/her deputy, straight away if they notice a health and safety problem.

Staff and volunteers render themselves liable to disciplinary action if they fail to adhere to the above policy or the health and safety arrangements and instructions, which are contained in the General Arrangements section of the Policy.

Date:

Signed by:

Position:.....

To enable EQUAL OPPORTUNITIES participation, diversity and wider access to information about your organisation: -

Look at your written materials; leaflets, annual reports, newsletters, fliers, training handouts and posters asking for volunteers. Can you improve the readability of the materials? Using a computer to produce your own materials means you can adapt forms to suit your needs. RNIB, Clear Print Guidelines ²

Your organisation should consider all policies and processes in relation to commitment to equal opportunities. It is best practice to include volunteers in your equal opportunities policy. You must give clear guidelines to your volunteers about their role in respect of your equal opportunities policy. Below is an outline policy as a starting point.

EQUAL OPPORTUNITIES POLICY

1. Volunteers will be given as much clear and accurate information about voluntary work within the organisation in order to enable them to assess, with support, their own suitability for the position.
2. Recruitment procedures for volunteers will not indicate a preference for one group. Recruitment literature will be designed to gather only appropriate information for the volunteer's role.
3. All volunteers will be informed that the organisation encourages equal opportunities and operates an equal opportunities policy.
4. All interviews with volunteers will be conducted on a fair and objective basis.
5. Procedures for personal development and training will not discriminate on the basis of age, gender, race or disability.
6. The organisation will not discriminate on the basis of age, gender, marital status, race or disability in the allocation of duties for volunteers.
7. It is the policy of the organisation that it will not discriminate in the provision of its training courses for volunteers.
8. Appropriate training will be provided within available resources to enable all volunteers to perform their roles effectively.
9. The policy will be reviewed on a regular basis following appropriate consultation.

Signed

Date

PROTECTED ADULTS AND CHILD PROTECTION POLICIES

[Insert Name of Organisation] Adult Protection Policy

For the purpose of this policy, PVG Scheme Records, PVG Scheme Record Updates, Standard and Enhanced disclosures will be referred to as Disclosure Records.

This policy is for CRBS enrolled organisations accessing Disclosure Records for the purpose of assessing individual's suitability for paid and/or unpaid work.

The **[insert name of organisation]** aims to ensure that any protected adult is kept safe from harm while they are with staff or volunteers in this organisation. In order to achieve this we will ensure our staff and volunteers are carefully selected, screened, trained and supervised.

Selection

- All applicants to our organisation will complete an application form
- Short listed applicants will be asked to attend an interview
- Short listed applicants will be asked to provide references and these will always be taken up prior to confirmation of an appointment.
- The successful applicant will be asked to complete a self declaration form prior to the Disclosure Record being accessed.

Screening

The successful applicant will be asked to complete a Disclosure Record (relevant to the position applied for) prior to the applicant taking up the post.

Training

The successful applicant will receive induction training, which will give an overview of the organisation and ensure they know its purpose, values, services and structure. Relevant training and support will be provided on an ongoing basis and will cover information about their role, and opportunities for practicing skills needed for work. Training on specific areas such as health and safety procedures, identifying and reporting abuse, and confidentiality will be given as a priority to new staff and volunteers and will be regularly reviewed.

Supervision

All staff and volunteers will have a designated supervisor who will provide regular feedback and support. Every member of staff and volunteer will attend an annual review, where their performance, skills, motivation and expectations will be discussed. Annual reviews will be minuted and copies made available to the member of staff/volunteer.

It is an offence for an individual who is barred to undertake the type of regulated work from which they are barred.

It is an offence for an organisation to offer regulated work to someone who is barred or fail to remove a person from regulated work if they have been notified that they are barred.

It is an offence for an organisation not to refer an individual to Disclosure Scotland where the grounds have been met.

The **[insert name of organisation]** will ensure that all staff and volunteers involved in recruitment, training and supervision, are aware of this policy and have received appropriate training and support to ensure its full implementation.

EXAMPLE POLICY B5

[Insert Name of Organisation] Child Protection Policy

For the purpose of this policy, PVG Scheme Records, PVG Scheme Record Updates, Standard and Enhanced disclosures will be referred to as Disclosure Records.

The **[insert name of organisation]** aims to ensure that all children are protected and kept safe from harm while they are with staff or volunteers in this organisation. In order to achieve this we will ensure our staff and volunteers are carefully selected, screened, trained and supervised.

Selection

- All applicants to our organisation will complete an application form
- Short listed applicants will be asked to attend an interview
- Short listed applicants will be asked to provide references and these will always be taken up prior to confirmation of an appointment.
- The successful applicant will be asked to complete a self declaration form prior to the Disclosure Record being accessed.

Screening

The successful applicant will be asked to complete a Disclosure Record (relevant to the position applied for) prior to the applicant taking up the post.

Training

The successful applicant will receive induction training, which will give an overview of the organisation and ensure they know its purpose, values, services and structure. Relevant training and support will be provided on an ongoing basis and will cover information about their role, and opportunities for practicing skills needed for work. Training on specific areas such as health and safety procedures, identifying and reporting abuse, and confidentiality will be given as a priority to new staff and volunteers and will be regularly reviewed.

Supervision

All staff and volunteers will have a designated supervisor who will provide regular feedback and support. Every member of staff and volunteer will attend an annual review, where their performance, skills, motivation and expectations will be discussed. Annual reviews will be minuted and copies made available to the member of staff/volunteer.

It is an offence for an individual who is barred to undertake the type of regulated work from which they are barred.

It is an offence for an organisation to offer regulated work to someone who is barred or fail to remove a person from regulated work if they have been notified that they are barred.

It is an offence for an organisation not to refer an individual to Disclosure Scotland where the grounds have been met.

Reporting Abuse

[Insert name of organisation] understands that in addition to making a referral (a written report) to Disclosure Scotland, Child Protection issues concerning workers (paid/unpaid), children and young people must always be referred to the child protection agencies (ie social work and/or police) for appropriate investigation.

The **[insert name of organisation]** will ensure that all staff and volunteers involved in recruitment, training and supervision, are aware of this policy and have received appropriate training and support to ensure its full implementation.

VOLUNTEER AGREEMENT

This Volunteer Agreement describes the arrangement between (name of organisation) and you. We wish to assure you of our appreciation of your volunteering with us. We will do the best we can to make your volunteer experience with us both enjoyable and rewarding.

Volunteer Post: _____ Start date: _____

Responsible to: _____

My agreed voluntary time commitment is _____

Main duties: _____

Organisation

To provide thorough induction on the work of the organisation, its staff, your volunteering role, and the initial training you need to carry your tasks
To explain the standards we expect you to work to, and the support we offer to enable you to achieve them
To provide a named person who will meet with you regularly to discuss your volunteering, and any successes or problems
To pay reasonable out of pocket expenses as agreed in advance
To provide a safe and healthy working environment
To provide adequate insurance cover for volunteers whilst undertaking voluntary work on our behalf
To ensure that all volunteers are treated in accordance with our equal opportunities policy
To resolve fairly any difficulties, grievances or problems
To provide additional training, as appropriate and when available

Volunteer

To use support, guidance and feedback offered and to participate in appropriate induction
To help the organisation fulfil its services
To follow the organisations procedures and standards in relation to its staff, volunteers and clients
To perform my volunteering role to the best of my ability
To maintain confidential information in accordance with the organisation's confidentiality guidelines and data protection
To meet agreed time commitments, and to give reasonable notice where this is not possible
To bring any concerns relating to your role to the named person or other, as appropriate
To provide receipts for out of pocket expenses

Signature _____ **(organisation)** **Date** _____

Signature _____ **(volunteer)** **Date** _____

CONFIDENTIALITY AGREEMENT

Confidentiality is the keeping of information shared between two parties but intended to go no further. Your organisation needs to consider the information collected, shared and communicated. Then decide the implications for your volunteer and service users if information is shared. You must give clear guidelines to your volunteers about your confidentiality policy.

This agreement needs to be written in accordance with **data protection**.

Below is an outline agreement as a starting point.

Information gathered concerning volunteers and staff is confidential to the organisation and must not be divulged to anyone else. This confidentiality may be broken when there is a serious risk to a person's safety, or there is risk of a crime being committed.

Information shared between volunteers and staff is confidential to them, the project and the organisation as appropriate.

Every breach of confidentiality will be investigated, help provided and/or appropriate action will be taken.

Volunteer and staff details are confidential, and private addresses and phone numbers should not be given out. Personal addresses and phone numbers will only be shared, by agreement.

Anyorg maintains personal information for current staff and volunteers, and appropriate records for previous staff and volunteers (to aid references). These are kept in a secure manner. All other information will be disposed of by shredding.

These guidelines cover breaches of confidentiality that are legitimate, inadvertent or deliberate

SECTION 3:

EXAMPLE FORMS

VOLUNTEER APPLICATION FORM

Insert your organisation name here

Name
Address
Tel no. (day) (evening)

Please tell us about any relevant experience you have. This may be work experience (paid or voluntary) or it may, for example, be caring for family members or other life experiences.

Please tell us about any skills you have (for example, driving a car, playing a musical instrument)

Have you any other hobbies or interests?

Why are you interested in volunteering?

Are there any particular tasks or group of people you would like to volunteer with?

VOLUNTEER APPLICATION FORM

Is there anything else you would like to say about yourself, which you feel is relevant?

When are you available for voluntary work?

Mornings	afternoons	evenings
Weekdays	Saturday	Sunday

Please tick as appropriate
Any particular day/time?

Please give us the names and addresses of 2 people who would be prepared to give you a reference (someone outside your family who has known you for sometime)

1. 2.

Certain volunteering roles, involving contact with children, young people and vulnerable adults will require declaration of unspent convictions and for a disclosure to be obtained. This will only be sought with your consent at the appropriate stage for successful applicants. A previous conviction does not necessarily mean you will be unable to volunteer with us.

Signed	Date
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Volunteer Action is committed to an equal opportunities policy and welcomes applications from all people regardless of age, gender, race, sexuality or disability.

**Thank you for your application. Please return to (insert address).
We will contact you within two weeks.**

VOLUNTEER REFERENCE REQUEST

FORM C2

Insert your organisation name and contact details here	
Name and address of volunteer applicant	
Volunteering post – insert title here	
Referee's name and address	
How long have you known the applicant and in what capacity?	
Please comment on the applicant's abilities and skills that you consider may be relevant to the proposed voluntary placement?	
Please comment on the suitability of the applicant to volunteer with our organisation	
In your opinion how able is the applicant to handle confidentiality along with other responsibilities that may be involved in this work?	
Are there any aspects of being a volunteer, relevant to this placement, that you think the applicant may have difficulty with? If so, what?	
Do you have any other comments you consider relevant regarding suitability for this volunteering placement?	
Signed	Date

The volunteer task description and a stamped addressed envelope are enclosed.

Thank you for your help

VOLUNTEER EXPENSES GUIDELINES

To enable equal involvement and participation it is important (where possible) to reimburse volunteer out of pocket expenses for example transport and dependant care.

Some **Funding bodies** are keen to support applications including funding for volunteer expenses, to ensure inclusiveness and support community action. It is important to ensure that your expenses guidelines accurately reflect the means of the organisation.

Volunteering is the commitment of time and energy for the benefit of the community, outside our own immediate family and friends. Volunteering is undertaken freely and by choice without concern for financial gain. You may, however, incur costs in carrying out your voluntary work. **(Insert your organisations name here)** will reimburse out of pocket expenses as laid out below:

Expenses will be paid to the volunteer for travel and subsistence, on submission of a completed expenses claim form, as appropriate, at the following rates:

Travel costs by **public transport** (bus ticket is required)

Mileage allowance at 40p per mile

Meal allowance, if volunteering for more than 4 hours in a day, should be the actual cost, and should not exceed **£3.00**. Receipts are required.

Expenses incurred by attending Training and Support Sessions will be paid on the day of attendance.

Other expenses, e.g. dependant care, telephone calls, incurred will be paid on a weekly or monthly basis as appropriate, and as agreed.

For all claims volunteers are required to provide **receipts**, and to sign the Volunteer **Expenses Claim Form** to verify they have received their expenses.

Benefits will not be affected by claiming actual out of pocket expenses.

VOLUNTEER EXPENSES CLAIM FORM

Insert your organisation name here – VOLUNTEER EXPENSES CLAIM FORM

Name _____ Address _____

Voluntary placement (department/location) _____

Out of pocket expenses incurred between _____ and _____

TRAVEL

Date	From / To	Bus fare	No. of miles	at insert mileage rate	Amount claimed (A)
Total claimed (A)					

OTHER EXPENSES

Date	Details of expense incurred	Amount (B)
Total claimed (B)		
Travel expenses + other expenses (A + B)		

Please attach receipts

I confirm that these expenses have been incurred through my voluntary activities with insert your organisation name here.

Signed _____

Date _____

Authorised by _____

Date _____

Reimbursed Date _____

VOLUNTEER TASK & SUPPORT RECORD

Name:

Date Started:

Volunteer role

Location:

A brief outline of the existing key tasks of the volunteer can be inserted here.

DATE	HOURS WORKED	TASK/S	COMMENTS

Further action required as agreed between volunteer and support worker.
 e.g. further support or training identified and what can be made available.
 Is the voluntary work enjoyable, enough, too much? New tasks identified, etc.
 Remember the meeting should be relaxed and supportive to the volunteer.
 Give the volunteer an opportunity to raise any issues or concerns, feel valued in their volunteering role.
 Arrange your next support meeting.

Signed

Date:.....

VOLUNTEER TRAINING RECORD

VOLUNTEER TRAINING RECORD

Name of volunteer _____

Volunteer role _____ Location _____

Date started _____

Training needed / requested Relevant to volunteer role	Date approved	Support Worker	Date completed	Outcome and further action

Key Contacts and Further Information

The following sources provide key information and the latest news and developments regarding Community Planning and the development of volunteering in Aberdeen City:

www.communityplanningaberdeen.org.uk

www.volunteeraberdeen.org.uk

www.acvo.org.uk

www.aberdeencity.gov.uk

Community Planning Aberdeen Board:

- ✚ the Leader of Aberdeen City Council
- ✚ the Chief Executive of Aberdeen City Council
- ✚ the Chief Executive of NHS Grampian
- ✚ the Chief Constable
- ✚ the Chief Fire Officer
- ✚ the Chief Executive of Aberdeen Council for Voluntary Organisations
- ✚ a representative for the business sector (to be agreed by ACSEF)
- ✚ the Chair of the Aberdeen Civic Forum