

# Lordship Hub Co-op

Community building in every sense

## Volunteer Policy

The Lordship Hub Co-op recognises the value of involving volunteers and it is committed to the promotion of volunteering and to involving volunteers in its work, at every level. This Volunteer Policy explains the Lordship Hub Co-op's processes for involving and supporting volunteers.

### **DEFINITION:**

The National Council for Volunteering Organisations (NCVO) **define volunteering** as any activity that involves spending time, unpaid, doing something that aims to benefit the environment or someone (individuals or groups) other than, or in addition to, close relatives.

### **PRINCIPLES:**

The Lordship Hub Co-op is largely run by volunteers, and as such, volunteering as a principle is central to our mission. We recognise that volunteers make an essential contribution to our work, helping us to achieve our core aims and objectives. At the same time, we are committed to making volunteering opportunities at Lordship Hub worthwhile, rewarding and enjoyable. We will support volunteers to learn new skills and wherever possible we will make adjustments to meet the needs of the individual.

The Lordship Hub Co-op will not use volunteers to replace paid staff apart from in specific situations where the staff member is unexpectedly sick or away on other Hub business and there is no other staff member available to step in. Our volunteering opportunities within the cooperative will be designed to complement and support the activities of staff.

### **ROLES AND RESPONSIBILITIES:**

The Board will be ultimately responsible for volunteers, but the Volunteer and Training Co-ordinator will take the lead and operational responsibility on a day-to-day basis. Everybody is responsible for making the policy successful.

The line manager of the volunteer, who is a member of staff, will be responsible for ensuring the satisfactory performance of the volunteer and will work with the co-ordinator to ensure the smooth running of the scheme.

### **RECRUITMENT, SELECTION AND MATCHING**

A 'description' will be drawn up for each volunteer role. This will set out the necessary skills, experience and availability needed to carry out the role. Lordship Hub aims to create a variety of roles which will attract a range of people, while still meeting the needs and aims of the organisation. Where possible, tasks will be adapted to suit the needs, abilities, and interests of individual volunteers, in line with our Equal opportunities policy.

The purpose of Lordship Hub is to enrich the lives of the community through enjoyment, education, communication and interaction, social cohesion and mutual aid, and community empowerment. In terms of volunteering we will strive to ensure that our recruitment of volunteers conforms to the principles of our Equal Opportunities policy. All opportunities will be advertised in the Lordship Hub, to our membership and throughout our partner organisations. Advertising will be done online, via posters and flyers but also face to face through stalls, open days and presentations. We will regularly monitor this to make sure our volunteers reflect our community.

Applicants to volunteering opportunities in Lordship Hub will be asked to complete an application form. They will then be invited to an informal meeting to find out more about what we do, our ethos and how we run. We will also use this meeting to make sure the volunteer gets the best match for them in terms of role and development. Some volunteer opportunities may require applicants to provide a reference.

### **Volunteers who need support**

Lordship Hub strives to offer the best experience for all its volunteers and to make its activities accessible. We have designed our application form to collect the information we feel we need to make this happen. We envisage that volunteers needing support will fall into one of the three following categories

**Supported Volunteers on work placement through colleges** – in this case we will work with the college to complete risk assessment paperwork, meet with the volunteer and support worker to prepare and plan for the placement and discuss any adjustments that need to be made.

**Volunteers with support workers** – as above, we will work with the volunteer and support worker to create a plan and make any necessary adjustments.

**Volunteers without support worker** – we will meet with the volunteer and their primary carer or social worker to assess the level of support needed and identify any adjustments that may need to be made.

### **INDUCTION:**

The Volunteer and Training Co-ordinator will carry out the induction together with the volunteer's line manager. This will include an introduction to staff and other volunteers, being shown around the building, general health and safety advice appropriate to their role, basic safeguarding training and information about policies and procedures including the complaints procedure.

Volunteers will be given a copy of this Volunteer policy and will be asked to read and sign the Volunteer Agreement. The volunteer agreement sets out the mutual expectations of the volunteer and the Co-op and volunteers should ensure that they work within the boundaries of their Volunteer Agreement.

Volunteers will agree the duration of a trial period. The purpose of this is to give an opportunity to discover whether they think the volunteer is suited to the role.

## **EXPENSES:**

Lordship Hub Co-op is keen to reduce the barriers preventing people from volunteering, but as a small organisation will not be able to provide out of pocket expenses for things like travel or child care, but will instead offer food and a free drink per working session. Lordship Hub will always, where possible, factor volunteer travel expenses into funding bids.

## **TRAINING AND DEVELOPMENT**

Volunteers will be given any training appropriate and relevant to their task. Further training and development will be discussed at supervision meetings. All volunteers will be offered access to training organised by Lordship Hub when relevant. Lordship Hub will endeavour to seek funding for training.

## **SUPPORT AND SUPERVISION**

Volunteers will have regular meetings with their line manager and the volunteer co-ordinator in the early stages of their volunteering. This will provide an opportunity to update records regarding progress and achievements and identify areas where more support can be given. Long term volunteers will continue to have supervisions but can request meetings at any time.

## **PROBLEM SOLVING**

Volunteers are expected to adhere to the relevant policies regarding conduct. If an issue arises, they are to seek the assistance of their line manager in the first instance. If the issue cannot be resolved through this discussion, then the volunteer may approach the Volunteer and Training Co-ordinator. If the issue still cannot be resolved, the details may be forwarded to the appropriate board member.

Volunteers may use the complaints procedure if they are unable to resolve issues informally. Where concerns relate to the volunteering role then consideration will be given to determining whether using the disciplinary or grievance policies may be more appropriate.

## **VOLUNTEERS VOICE AND RECOGNITION**

Lordship Hub will operate an open-door policy so volunteers can visit their line manager or the volunteer co-ordinator to discuss issues relating to their volunteering role. Volunteers are actively encouraged to give feedback and ideas, contribute to the volunteer forum and to contribute to general meetings of the Co-op, like all members.

## **INSURANCE**

Volunteers will be covered by the Lordship Hub Co-op insurance policy whilst carrying out work for the Lordship Hub Co-op.

## **ENDINGS**

Volunteers leaving the organisation and who have made a regular commitment to it will be offered a reference and/or a statement of their achievements. Lordship Hub will, when possible obtain feedback from

volunteers on leaving the organisation and will use this feedback to improve our business and volunteering scheme.

### **REVIEW AND MONITORING OF THIS POLICY**

This policy forms part of the Lordship Hub Co-op's Policies and will be reviewed annually by members of the Lordship Hub Cooperative Board. We will monitor that the policy is working by collecting feedback from volunteers through forums, surveys and supervisions.

Approved by board in November 2020



Signed Dave Morris (Board member)

Next review date: November 2022