



## **SWANSEA 2014 'Champions' Volunteering Policy**

### **Introduction**

This policy sets out the broad principles for voluntary involvement in Swansea 2014. It is of relevance to all within the organisation, including volunteers, staff, members, and those elected or appointed to positions of responsibility.

This policy is endorsed by the *Swansea 2014 Legacy & Volunteering group* on 3<sup>rd</sup> February 2014 and will be reviewed monthly to ensure that it remains appropriate to the needs of Swansea 2014 and its volunteers.

### **Commitment**

Swansea 2014 recognises and supports the right of people to participate in the life of their communities through volunteering. It also acknowledges that volunteers contribute in many ways, that their contribution is unique and that volunteering can benefit users of services, staff, local communities and the volunteers themselves. Swansea 2014 values the contribution made by volunteers and is committed to involving volunteers in appropriate positions and in ways which are encouraging, supportive and which develop volunteering.

Swansea 2014 recognises its responsibility to arrange its volunteering plan efficiently and sensitively so that the valuable gift of the volunteer's time is best used to the mutual advantage of all concerned.

### **Definition**

Volunteering is an important expression of citizenship as well as an important component of democracy. Volunteers are individuals who, unpaid and of their own free will, contribute their time, energy and skills to benefit the event.

### **Statement of values and principles**

Volunteering is a legitimate and crucial activity that is supported and encouraged by SWANSEA 2014 and is not intended to be a substitute for paid employment. The role of volunteers complements but does not replace the role of paid staff. Appropriate steps will be taken to ensure that paid staff are clear about the role of volunteers, and to foster good working relationships between paid staff and volunteers. Volunteers will be valued and respected. Volunteers will not be used during times of industrial action to do the work of paid staff.

The volunteer role is a gift relationship, binding only in honour, trust and mutual understanding. No enforceable obligation, contractual or otherwise, can be imposed on volunteers to attend, give or be set a minimum amount of time to carry out the tasks involved in their voluntary activity. Likewise Swansea 2014 cannot be compelled to provide

either regular work or payment or other benefit for any activity undertaken by the volunteer.

Although volunteers offer time freely and willingly without binding obligation, there is a presumption of mutual support and reliability. Reciprocal expectations are acknowledged – both of what Swansea 2014 expects of volunteers and what volunteers expect of Swansea 2014.

### **Volunteer Co-ordination**

All volunteers will have a nominated member of staff or volunteer to offer guidance and advice to help the volunteer carry out tasks effectively. Volunteers will be informed of who to contact to receive support and supervision.

‘Volunteer co-ordination’ will be explicitly referred to in all relevant job descriptions within the organisation.

The nominated post holder with overall responsibility for the development of voluntary activities within the organisation is Mr Gez Watt. This person is responsible for the management and welfare of Swansea 2014 volunteers.

### **Recruitment & Selection**

Swansea 2014 is committed to equal opportunities and believes that volunteering should be open to all regardless of age, gender, ethnicity, ability, religion and political beliefs. The acceptance of volunteer assistance for a particular role is made on merit, the sole selection criterion being the individual's suitability to carry out agreed tasks. Information about the volunteer not relevant to the performance of the volunteering tasks concerned will be disregarded by the organisation in terms of recruitment and selection.

Volunteering opportunities will be widely promoted in ways that makes them accessible to all members of the community.

All volunteers will be asked to produce a reference and may be required to undertake either a Disclosure and Barring Service check (DBS) and/or to meet the requirements of registration with the Independent Safeguarding Authority (ISA) Vetting and Barring Scheme if the position involves working with children or vulnerable adults as defined as regulated activity under the Safeguarding Vulnerable Groups Act. They may also be invited to attend an informal interview.

Volunteers will have a clear and concise task description, which will be reviewed. The task description will be prepared by the designated person referred to above.

Volunteers will be properly briefed about the activities to be undertaken and given all the necessary information to enable them to perform with confidence.

### **Training & Development**

All volunteers will be made aware of and have access to all Swansea 2014's relevant policies, including those relating to volunteering, health & safety, child protection and equal opportunities. Some of these policies will be Swansea University policies as the host site and central partner.

The development of training and support for volunteers is a high priority for Swansea 2014 in order to equip them with the necessary information and skills to carry out their tasks. It will be the responsibility of the designated person referred to above to see that this training is provided. It is the responsibility of the volunteer to attend relevant training.

Training in the management of volunteers will be provided for those with direct responsibility for same.

### **Support, Supervision and Recognition**

Volunteers will have a named person to whom they can take their volunteering concerns and seek guidance and support.

Volunteers will have access to regular support and supervision. This will enable both the volunteer and the supervisor to identify, monitor and evaluate the volunteer's involvement, recognise achievements and identify individual training needs, including that relevant to their particular volunteering role and to their wider personal development. The frequency, duration and format of these sessions will be negotiated between the volunteer and the designated officer referred to above.

Volunteers will be given the opportunity, where relevant, to share their views and opinions with Swansea 2014's wider staff, at staff meetings etc.

A process will be developed in order to give formal recognition of the contribution of Swansea 2014's volunteers (such as; participation medals, accreditation, articles in newspapers and newsletters, thank you letters etc.)

### **Expenses**

Swansea 2014 will provide volunteers with refreshments during a shift but all out of pocket expenses including travel and accommodation (if required) will be borne by the individual. Please bear this in mind when registering interest or applying for a voluntary position.

### **Insurance**

Swansea 2014's liability insurance policies include the activities of volunteers and liability towards them.

Swansea 2014 does not insure the volunteer's personal possessions against loss or damage.

### **Confidentiality**

Swansea 2014 will advise the volunteer on its confidentiality policy and procedures, where relevant. This would include those relating to personal information held by Swansea 2014 relating to the volunteer.

### **Settling Differences**

Swansea 2014 aims to treat all volunteers fairly, objectively and consistently. We seek to ensure that volunteers' views are heard, noted and acted upon promptly and aim for a positive and amicable solution based on Swansea 2014's guidelines for settling differences. The designated officer referred to above is responsible for handling problems regarding volunteer complaints or conduct and these should be referred to him/her. In the event of a problem, all relevant facts should be obtained as quickly as possible. Support will be provided by Swansea 2014 to the volunteer while it endeavours to resolve the problem in an informal manner. If an informal resolution proves impossible, Swansea 2014's wider disciplinary; grievance or complaints policies and procedures (which include volunteers) will be referred to.

### **Rights and Responsibilities**

Swansea 2014 recognises the rights of volunteers to:

- know what is (and what is not) expected of them
- have adequate support in their volunteering
- receive appreciation

- have safe volunteering conditions
- be insured
- know their rights and responsibilities if something goes wrong
- receive appropriate training
- be free from discrimination
- be offered the opportunity for personal development

Swansea 2014 hopes volunteers will:

- be reliable
- be honest
- respect confidentiality
- make the most of training and support opportunities
- carry out tasks in a way that reflects the aims and values of Swansea 2014
- volunteer within agreed guidelines
- respect Swansea 2014 and not bring it into disrepute
- comply with Swansea 2014 policies