

Volunteer Policy

Policy Statement

Caldmore Housing recognises the significant and valuable role that volunteers provide. We recognise that volunteers do not replace staff but enhance their work and the services offered to customers. This policy sets out what the Association provides to encourage, support and empower volunteers.

1. Recruitment and Selection

- The Customer Empowerment Manager will:
 - a) Send the volunteer an application pack which will include a volunteer application form and guidance notes. If the volunteer requires assistance completing the form it will be made clear to the volunteer that this can take place at the interview stage.
 - b) Interview the volunteer to assess the volunteer's interests and choice of placement.
- If the volunteer has indicated an interest in a Caldmore Housing placement, the Customer Empowerment Manager will contact the appropriate Service Manager to find out if they are able to support a volunteer placement.
- Providing there is scope for a placement, the Customer Empowerment Manager will send the Service Manager a copy of the volunteer's application form.
- The Service Manager will then make direct contact with the volunteer to arrange a suitable date for interview. Following the interview the Service Manager will inform the Customer Empowerment Manager of the outcome.
- The Service Manager will ensure that the appropriate checks have been carried out before a volunteer commences their placement with the service.
- If a Caldmore Housing placement is unavailable the Customer Empowerment Manager will try to find a suitable external placement for the volunteer.

2. References

- The Customer Empowerment Manager will apply for references at the initial application stage. The references will be in line with Caldmore Housing procedures. If the volunteer has indicated interest in a supported

housing scheme placement, the references will be in line with the scheme's Pre-employment Checks.

3. CRB Check (Criminal Records Bureau)

- The Human Resources section will be notified by the Customer Empowerment Manager of any volunteers that have been offered a placement within any of Caldmore Housing's services.
- The Human Resources service will ensure that the CRB check is processed in line with the Association's Policy and the Supported Scheme checks. The volunteer will be informed of the approximate length of time that the CRB process will take.
- The Human Resources service will inform the Customer Empowerment Manager and the Scheme Manager of the outcome of the CRB check.

4. Inductions (Corporate & Placement)

- The Human Resources Service, in liaison with the Service Manager, will arrange for the volunteer to receive a Corporate Induction.
- The Service Manager will arrange for a placement induction. During their induction volunteers should be enabled to familiarise themselves with the relevant Cahal policies and procedures.

5. Training

- Any financial implications to the service will be taken into account before deciding to recruit volunteers.
- The volunteer will receive training relevant to their placement to enable them to carry out their specific role effectively within the service, and to enable the volunteer to develop skills.

6. Expenses

The Service manager will be responsible for ensuring that volunteers are reimbursed with any out of pocket expenses incurred whilst carrying out their volunteer duties which include:

- Travel to and from their volunteer placement
- Travel whilst volunteering
- Meals if volunteer works a full day (alternatively a free meal if meals are provided at the service)
- Telephone and postal costs relating to their placement.

7. Support

- The Service Manager will provide ongoing support for the volunteer by holding regular meetings with the volunteer. The Service Manager will discuss this with the volunteer at the beginning of their placement.
- The Customer Empowerment Manager will maintain regular contact with the Service Manager in relation to the volunteer's progress.
- The Customer Empowerment Manager will meet with the volunteer every 6 months for a joint progress review.

8. Volunteer Complaints or Concerns

Caldmore Housing's aim is to resolve issues through informal discussion with the Service Manager. If this is not possible, the Volunteer Problem Solving Procedure will apply (Appendix 1).

9. Disciplinary/Grievance/ Whistleblowing Policies

Volunteers will not be subject to any of the above company policies. If there is an issue with a volunteer's conduct, the Volunteer Problem Solving Procedure will apply (Appendix 1).

10. Health & Safety

Volunteers are covered by the company's Health & Safety Policy, a copy of which will be provided for the volunteer. The Service Manager will ensure that the volunteer is fully aware of any health and safety issues relating to their specific place of work.

11. Personal Insurance & Car Insurance

- All volunteers are covered by the company's Public Liability Insurance whilst they are on the premises or engaged in any volunteer work on Caldmore Housing's behalf.
- Volunteers are responsible for informing their own insurance company if they use their own car for activities undertaken on behalf of Caldmore Housing. To ensure protection for both the volunteer and Caldmore Housing, the volunteer will be provided with a form to send to their insurers.
- If using a Caldmore Housing company car, the Company Car Policy will apply.

12. Confidentiality

Volunteers are bound by the same requirements for confidentiality as paid staff. The volunteer's placement Service Manager will ensure that the volunteer is fully aware of the Confidentiality Policy and any issues related to their individual placement.

13. Equality and Diversity

Caldmore Housing operates an Equality & Diversity Policy in respect of paid staff and this will be applied to all volunteers.

14. Holidays

Volunteers are requested to make arrangements with their Service Manager and as far as possible to fit holidays in with the service's planned workload

15. Sickness

Volunteers are requested to inform their Service Manager if they will not be able to carry out their volunteer placement.

16. Smoking Policy

Caldmore Housing operates a Smoking Policy in respect of paid staff and this will be applied to all volunteers.

17. Gifts & Hospitality Policy

Caldmore Housing operates a Gifts and Hospitality Policy in respect of paid staff and this will be applied to all volunteers.

18. Ending A Volunteer Placement

- The volunteer will be asked to submit one week's notice in writing to the Service Manager. The Service Manager will:
 - a) Carry out an exit interview relating to the volunteer's placement within their service.
 - b) Inform the Customer Empowerment Manager of the volunteer's intention to leave the service.
- The Customer Empowerment Manager will send the volunteer an exit questionnaire the purpose being to monitor the effectiveness of the volunteer service.

19. Monitor & Review of the Volunteer Service

The Director of Housing & Care Services will carry out a 3 yearly review of the volunteer service by consultation with Service Users, Service Managers and Stakeholders.