



Volunteer Policy

Recruitment

We will use appropriate means to advertise for volunteers locally that take into account the principles of our Equal Opportunities Policy. The applicant will have to complete an application form, but help can be given with this if necessary. Applicants will have an informal meeting with a member of the Scarf team, and two references asked for will be taken up.

A criminal records check with the DBS will be made for every volunteer.

Induction and Training

There will be an informal induction meeting with a Scarf Representative. This will cover the role of the volunteer and give the volunteer an opportunity to ask any questions or discuss any concerns.

Volunteers will be given a copy of all the relevant policies including the Volunteer policy, Child Protection Policy, Health and Safety Policy and Equal Opportunities Policy.

There will be a trial period of 6 weeks to give the organisation and the volunteer time to discover if they are suited to each other. A review will be made midway through the trial period and also at the end.

Expenses

We value our volunteers and want to ensure that there are no barriers to volunteer involvement. All out-of-pocket expenses, if required, will be reimbursed, including expenses for travel and parking. In order to claim expenses, an expenses form must be completed and given to the Volunteer's Team Leader.

Support

The Scarf Committee, Support Workers and other volunteers will offer support to the volunteers. There will be a briefing session at the beginning and a de-briefing at the end of each session.

The Scarf Committee will support all volunteers and will provide opportunities for the volunteers to discuss any problems or issues that may arise.

Insurance

The organisation has a valid insurance policy – volunteers should contact Scarf if you would like to see a copy.

Confidentiality

This organisation's process requires an explicit confidentiality policy, which all workers, which includes Scarf's Committee, volunteers and staff, are obliged to observe.

Resolving Problems

The relationship between the organisation and its volunteer workers is entirely voluntary and does not imply any contract. However, it is important that the organisation is able to maintain its agreed standards of service to the parents and children/young people who are members of Scarf, and it is also important that volunteers should enjoy making their contribution to this service.

If a volunteer's role does not meet with the organisation's standards, here is how it will be dealt with:

1. Initially with a meeting with the Senior Support Person who will explain the concerns.
2. If this does not resolve the concern then a meeting with the chair of the Scarf committee will be convened.
3. If the volunteer's work still does not meet with our standards then we shall have to stop using their services.

At all times the volunteer will be able to freely state their case and can have a friend to accompany them.

If a volunteer is dissatisfied or have concerns related to any aspect of their work they should:

1. In the first instance, refer to Scarf Policies. They should then follow the appropriate procedure outlined in the relevant policy.
2. If their concerns are not an issue covered by Scarf policies they should explain their dissatisfaction/concerns with the Senior Support Person
3. If that does not resolve the concern then a meeting with the Chair of the Scarf committee should be convened
4. If after this, their dissatisfaction remains unresolved, and we are unable to resolve their grievance, then it would be inappropriate for them to continue to be a volunteer.

At all times a volunteer will be freely able to state their case and can have a friend to accompany them.

This Volunteer policy is freely accessible to all. It will be reviewed on a yearly basis to adapt or improve it.

This policy was adopted by the Committee in April 2012 and reviewed October 2017.