

VOLUNTEERING POLICY

This policy aims to show Lead's commitment and an outline of our responsibilities to Lead Scotland volunteers.



Why does Lead involve volunteers?

We recognise that volunteers are essential to the achievement of our mission. Volunteers have an important and valuable contribution to make to the people who use our service, our organisation and the community in which we live because:

- Involving volunteers enables us to provide a flexible, person-centred approach to the people who use our service.
- The wide range of skills and expertise they bring enables us to offer a more comprehensive service than would be possible without them.
- Increased awareness of Lead and our mission can best be achieved by actively involving members of the community for the benefit of the whole community.

We believe that our relationship with volunteers should be one of mutual responsibility and commitment. The breadth of volunteer roles at Lead includes supporting learners, local projects and the wider organisation.

All volunteers receive a Volunteer Handbook which has more detailed information about volunteering with Lead

Equality and Diversity

Lead Scotland aims to ensure that barriers to volunteer involvement are recognised and, where possible, removed. We promote equality and strive to create accessible volunteering opportunities. We have a fair recruitment and selection procedure. We encourage applications from disabled people, including people with learning difficulties and promote the 'positive about disabled people' symbol on all our materials.

Lead Scotland has an Equality and Diversity Policy. Volunteers will be expected to have an understanding of and commitment to our Equality and Diversity Policy (this is explained during a volunteer's induction).

Valuing volunteers

Lead Scotland is committed to the continued involvement of volunteers within our organisation. We actively promote the importance of volunteering and attempt to increase the number and variety of volunteering opportunities available. We will set up and use appropriate channels for consulting with our volunteers on the issues and decisions that affect them in their contribution to Lead Scotland.

Volunteers are encouraged to express their views about matters concerning Lead Scotland and its work. We strive to identify innovative, practical ways for this to happen, including the use of volunteer meetings with your Learning Coordinator and/or Volunteer Sharepoint.

Volunteers and staff

We expect Lead staff at all levels to positively involve volunteers in their work, where appropriate. An agreement called a statement of commitment is drawn up to make volunteer roles clear and distinct from staff roles/

Volunteers and family members

If you are a close friend or family member of a Lead member of staff please speak to one of the Managers before you apply.

Personal development

Lead Scotland recognises the need for volunteers to have a good experience including learning and development opportunities. Opportunities to participate in relevant further training are available to support our volunteers' involvement and enhance their own skills and knowledge (see current available training in the Volunteer Handbook, Sharepoint or the website).

Good practice volunteer management

Lead Scotland believes that volunteer involvement within our organisation must be effectively managed.

Recruitment

All potential volunteers will be informally interviewed. This will let us find out about their background, their skills and what they would like to do. It will also let them find out about Lead and the kind of opportunities we have for volunteers. A decision can then be made by either party about whether to proceed with the application or not. All Lead Scotland volunteers are aged 18+ and must provide two satisfactory character references.

Also, due to the nature of many of Lead's volunteering roles i.e. supporting a disabled person in their own home, one-to-one, unsupervised, we require most potential volunteers to become PVG scheme members before being matched..

A previous conviction will not necessarily be a barrier to volunteering and any information will be kept in strictest confidence. Please refer to the Safeguarding Policy and Procedures (Disclosure) document for further information regarding offences to be disclosed. Lead Scotland has a legal obligation under the Data Protection Act 1998 to ensure that all personal information held and processed complies with the principles of the Act. Information regarding volunteers will be

used to inform Lead's work and for anonymous statistics only. Volunteers may see a copy of their own records.

Support

We will provide all volunteers with group induction training with a paid member of staff before being placed (or one to one training until group training occurs).

All volunteers will have a named person as their main point of contact (the Learning Co-ordinator) who will provide regular support, supervision feedback and recognition, regarding their role as a Lead volunteer. The Learning Co-ordinator's name and contact details will be outlined in the Statement of Commitment (sample is in the Volunteer Handbook). Support and contact with other volunteers can be done through the Learning Co-ordinator, Facebook and Volunteer Sharepoint.

Volunteers are encouraged to contact the main office if they cannot get hold of their Learning Co-ordinator.

Statement of Commitment

For each voluntary role undertaken every volunteer and their Learning Co-ordinator will complete a Statement of Commitment together, including a risk assessment. This Statement outlines the specific details of the task they have both agreed as well as the mutual rights and responsibilities of the volunteer and Lead Scotland. (This is not a contract. Lead Scotland has no intention of creating a contract with any volunteers). It is a tool for everyone to manage expectations of the tasks which will be completed by a volunteer and understand how they will be involved.

The Volunteer's Voice

Volunteers are encouraged to express their views about matters concerning Lead Scotland and its work. We strive to identify innovative, practical ways for this to happen, including the use of volunteer forum meetings and Volunteer Sharepoint.

Expenses

All volunteers will have their travel and other out-of-pocket expenses reimbursed. The Learning Co-ordinator will provide clear information regarding expenses that can be claimed for and how to make a claim.

Insurance

Volunteers are covered by Lead Scotland's employers and public liability insurance whilst they are volunteering with Lead. **Please note:** Volunteers are **not** insured by Lead to travel to their place of volunteering by car and are **not** insured by Lead to carry passengers or equipment whilst volunteering with

Lead. Volunteers who use their own car as part of volunteering **should** notify their own insurance company if they have any queries.

Volunteers are covered by Lead's Health and Safety policy. There is a summary health and safety sheet available for volunteers on Sharepoint and personal safety training is made available locally. Further information regarding this policy is available from Regional Managers and a section relating to health and safety is covered in the Volunteer Handbook.

Confidentiality

Volunteers have a requirement to respect confidentiality as per the confidentiality policy, in the Volunteer Handbook and on Sharepoint.

Problem Solving

We aim to identify and solve problems at the earliest possible stage and have drawn up a procedure to deal with any complaints (See the Volunteer Handbook).

Volunteers who breach Lead's policies, procedures and/or values may be asked to cease volunteering with Lead.

Moving on from Lead Scotland

We fully expect that volunteers circumstances and motivations will change and that volunteers will want to move on from volunteering with Lead Scotland. We encourage volunteers to let us know when they are ready to move on and we encourage volunteers to give us feedback which will help us improve our services. Volunteers can ask Lead Scotland for a reference.

Implementing this policy

We will ensure that this volunteer policy is adopted throughout Lead Scotland and that it informs and supports other Lead policies and strategies.

Reviewing this policy

Volunteers will be consulted and involved in guiding and monitoring the implementation and on-going review of this policy (subject to approval from the Board of Directors). Talk to your Learning Co-ordinator if you have any suggestions about this policy.

Revisions approved by Lead's Board of Directors Feb 2017

