



GRASSROOTS Volunteering Policy

1. Introduction

- (A) GRASSROOTS undertakes a wide variety of projects, events and other activities which often require a great deal of support. Volunteers play a huge part in the work that GRASSROOTS is involved in because they are able to:
1. Contribute to the delivery of our projects, events and activities;
 2. Make sure we are responsive to the needs of our service users;
 3. Provide a range of different skills and perspectives;
 4. Offer opportunities for participation by people who might otherwise be excluded.

- (B) This volunteer policy sets out the principles and practice by which GRASSROOTS involves volunteers.

2. Principles

- (A) GRASSROOTS:
1. Recognises that voluntary work brings benefits to volunteers themselves, to service users and to paid employees;
 2. Will ensure that volunteers are properly integrated into the organisational structure and that mechanisms are in place for them to contribute to the volunteer centre's work;
 3. Will not introduce volunteers to replace paid employees;
 4. Expects that employees at all levels will work positively with volunteers and, where appropriate, will actively seek to involve them in their work;
 5. Recognises that volunteers require satisfying work and personal development and will seek to help volunteers meet these needs, as well as providing the training for them to do their work effectively;;
 6. Will endeavour to identify and cover the costs of involving volunteers, if any;
 7. Recognises that the management of volunteers requires designated responsibilities within specific posts;
 8. Will endeavour to involve volunteers from a wide range of backgrounds and abilities and ensure our volunteering opportunities are as accessible as possible.

3. Recruitment

- (A) Recruitment of volunteers will generally be from all sections of the community, and will be in line with the GRASSROOTS Equality and Diversity Policy.
- (B) People interested in becoming volunteers with GRASSROOTS will be invited for an informal talk with the Director. They will be given information including general information about GRASSROOTS projects and specific information on the volunteer post in which they are interested.
- (C) Volunteers with GRASSROOTS are likely to come into contact with children and/or vulnerable adults and be in a position of trust. They will therefore be asked to provide information about any criminal convictions they may have and may be requested to complete a DBS (Disclosure and Barring Service) check prior to starting volunteering. This information will be dealt with in the strictest confidence and will not necessarily prejudice the person being accepted for voluntary work.

4. Volunteer Agreements and Voluntary Work Outlines

- (A) Volunteers may receive a role description and/or volunteer agreement when relevant/possible, containing full information about their chosen area of work and a clear idea of their responsibilities and the volunteer's responsibilities to them.

5. Induction and Training

- (A) Volunteers will be given induction and training appropriate to the specific tasks to be undertaken.

6. Support

- (A) Volunteers will be assigned a named contact person who will provide confidential support when needed (volunteers can request a meeting at any time). This support will provide the opportunity for ongoing dialogue about the development of the volunteering role and any advice and guidance as needed. Where the volunteering role is emotionally demanding this support will also give volunteers the opportunity to access emotional support from the organisation.

7. Records

- (A) Minimum details will be kept on volunteers. This will include their full name, contact details, correspondence and may also include references, DBS checks and any other information deemed relevant in accordance with the GRASSROOTS Data Protection Policy, which adheres to the General Data Protection Regulations (GDPR) and Data Protection Act (2018).

8. Expenses

- (A) GRASSROOTS will ensure that there is a clear and accessible system to enable volunteers to claim out of pocket expenses, but reclaiming expenses is dependent on prior agreement with the Director. These expenses may include reasonable lunch costs, travel expenses, parking tickets.

9. Insurance

- (A) Volunteers will be covered by GRASSROOTS Public Liability Insurance while carrying out agreed duties.

10. Health and Safety

- (A) GRASSROOTS will take all reasonably practicable steps to ensure the volunteers' health, safety and welfare while volunteering in accordance with the GRASSROOTS Health and Safety Policy.

11. Equal Opportunities

- (A) Volunteers will work in accordance with the GRASSROOTS Equality and Diversity Policy and will prevent discrimination on any grounds.

12. Problems

- (A) GRASSROOTS has a Grievance Policy to help deal with grievances that volunteers may have. In line with this policy volunteers have the right to discuss any concerns they may have with their named contact at any time.
- (B) If the contact person is unable to resolve the problem they will refer the matter to the Director and ultimately the Board of Trustees, with the permission of the volunteer.
- (C) In the event of their being a disciplinary issue regarding a volunteer, GRASSROOTS will refer to the GRASSROOTS Disciplinary Policy and adopt its guidelines accordingly.