## Volunteer Policy

A volunteer policy will show that care and thought has gone into how you will be treated. It will also ensure fairness and consistency, because being able to refer to a written policy will mean that decisions are not made on an ad hoc basis and that you are treated equally and fairly.

A policy is also important from your perspective as it ensures that you know where you stand. You will know what you can expect and where you can turn to if you feel things are going wrong.

## Recruitment

The Parish Council will consider the principles of their Equal Opportunities and Diversity Policies. The applicant will have to complete an application form, but help can be given with this if necessary. The applicant will be interviewed and if successful, two references asked for will be taken up.

A criminal records check with the Criminal Records Bureau will be made, when applicable.

### Induction and Training

There will be an induction prepared and delivered by the Clerk*.* This will include:

* The role of the volunteer
* A list of all staff members and any other volunteers
* A list of Councillors and other staff
* Copies of all the relevant policies including this Volunteer policy and those of Confidentiality, Health and Safety, Equal Opportunities and Diversity, and Conflict Management.
* Essential procedures i.e. timekeeping
* Details of any on-going training
* Other information as appropriate.

There will be a trial period of 3 months 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

All out-of-pocket expenses, if required, will be reimbursed, including expenses for travel, In order to claim expenses, an expenses form must be completed and given to the Chair for approval.

### Support

### Insurance

The organisation has a valid insurance policy - you are advised to read.

### Confidentiality

The Parish Council’s process requires an explicit confidentiality policy, which all workers, volunteers and staff, are obliged to observe. This also applies to Councillors.

### Resolving Problems

The relationship between the Parish Council and its volunteer is entirely voluntary and does not imply any contract. However, it is important that the Parish Council is able to maintain its agreed standards of service to residents who use it, and it is also important that volunteers should enjoy making their contribution to this service.

If your role as a volunteer does not meet with the Parish Council’s standards, here is how it will be dealt with:

1. Initially a meeting with the *Chair* who will explain the concerns.
2. If your work still does not meet with our standards, then we shall have to stop using your services.

At all times you will be able to freely state your case and can have a friend to accompany you.

If you are dissatisfied with any aspect of your work, you should:

1. Request a formal meeting with the Clerk
2. If after this, your dissatisfaction remains unresolved, and we are unable to resolve your grievance, then it would be inappropriate for you to continue to be a volunteer.

At all times you will be freely able to state your case and can have a friend to accompany you.

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

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