



Maindee

Maindee Unlimited - UK Charity No: 1160272

Volunteering Policy

1. Introduction

Maindee Unlimited is committed to involving volunteers in appropriate roles and in ways which are encouraging, supportive and which develop volunteering.

This policy describes the principles for voluntary involvement in Maindee Unlimited. We will arrange volunteering sensitively so that volunteer's time is best used to the mutual advantage of all concerned.

The policy applies to all volunteers, those elected or appointed to positions of responsibility. It is approved by the Trustees of Maindee Unlimited and will be reviewed periodically to ensure that it remains appropriate to the needs of our volunteers and Maindee Unlimited.

2. Definition

Volunteers are people who are unpaid and, of their own free will, contribute their time, energy and skills to benefit the community.

3. Rights and Responsibilities

The organisation recognises the rights of volunteers to:

- know what is (and what is not) expected of them
- have adequate support in their volunteering
- receive appreciation
- feel emotionally and physically safe
- be free from unfair discrimination due to age, ethnicity, language, gender, disability, sexual orientation or other personal characteristic
- be insured
- know their rights and responsibilities if something goes wrong
- receive relevant expenses
- receive appropriate training be offered the opportunity for personal development

The organisation expects volunteers to:

- welcome members of the public taking part in Maindee Unlimited activities (Library, Pantry, Greening Maindee etc)
- treat others (volunteers and the public) with respect, regardless of age, ethnicity, language, gender, disability, sexual orientation of other personal characteristic
- help members of the public as required within appropriate boundaries
- be reliable
- be honest

- respect confidentiality
- make the most of induction, training and support opportunities
- carry out tasks in a way that reflects the aims and values of the organisation
- comply with the organisation's policies.

Good volunteering is built on trust, flexibility and negotiation. Both Maindee Limited and its volunteers need to be reliable and mutually supportive in fulfilling tasks for the organisation.

Volunteers undertake tasks willingly, and are free to say 'no' to tasks that they are unable or unwilling to do for whatever reason. On the other hand, Maindee Unlimited cannot guarantee to provide suitable volunteering tasks for everyone who wishes to volunteer at any particular time.

Volunteers will never be used during times of industrial action to do the work of paid staff.

4. Volunteer Co-ordination and support

All volunteers will have a nominated person (see appendix 1) to offer guidance and advice to help the volunteer carry out tasks effectively. Volunteers will be informed of who this person is. A Trustee, or other nominated person within the organisation will hold overall responsibility for the development of voluntary activities within the organisation.

This person is responsible to Trustees for the maintenance of this policy and the general management and welfare of the organisation's volunteers. Volunteers will have regular access to support and supervision. This will enable both the volunteer and their nominated support person to identify and evaluate the volunteer's involvement, recognise achievements and support their wider personal development as much as possible.

5. Recruitment & Selection

Maindee Unlimited aims to be a welcoming and inclusive organisation, offering equal volunteering opportunities for all. Volunteers bring many different skills, perspectives and experiences, and the organisation will always try to ensure a good match between tasks and individual volunteers.

New volunteers will be properly inducted into the organisation. Volunteers will be properly briefed about the activities to be undertaken and given all the necessary information to enable them to perform with confidence.

If the volunteer will be carrying out activities with vulnerable groups (children and/or vulnerable adults) additional procedures may be carried out including asking a volunteer to undergo an enhanced Disclosure and Barring Services (DBS) check. More detailed information will be made available as required.

6. Training & Development

All volunteers will be made aware of and have access to all the organisation's relevant policies, including those relating to volunteering, health & safety, safeguarding vulnerable groups and equal opportunities.

The designated person referred to above will ensure that volunteers learn about relevant training opportunities, and volunteers are strongly encouraged to take advantage of these opportunities. Occasionally this is compulsory e.g. food hygiene training for those volunteering in the Pantry.

7. Expenses

The reimbursement of expenses incurred in traveling to and from the place of volunteering or in the course of volunteering helps ensure that all individuals have equal access to voluntary opportunities. The organisation's volunteers are able to claim reasonable out of pocket expenses, subject to the production of receipts as evidence of the expenditure.

What can be reclaimed from the organisation and the calculation of expenses will be explained to the volunteer before they start any activity likely to give rise to expenses. The organisation has a consistent approach to the reimbursement of expenses for both volunteers and paid staff. It is the responsibility of each volunteer's supervisor to make volunteers aware of the procedure for the reimbursement of expenses.

8. Insurance

Maindee Unlimited will insure all the activities of volunteers and liabilities towards them with a reputable insurance company, but does not typically insure volunteers' personal possessions against loss or damage.

9. Confidentiality

The organisation will advise the volunteer on its confidentiality policy and procedures, where relevant. This would include those relating to personal information held by the organisation relating to the volunteer.

10. Settling Differences

The organisation aims to treat all volunteers fairly, objectively and consistently. The organisation seeks to ensure that volunteers' views are heard, noted and acted upon promptly and aim for a positive and amicable solution.

The designated officer referred to above is responsible for handling problems regarding volunteer complaints or conduct and these should be referred to him/her. In the event of a problem, all relevant facts should be obtained as quickly as possible. Support will be provided by the organisation to the volunteer while it endeavours to resolve the problem in an informal manner.

If an informal resolution proves impossible, the organisation's wider grievance or complaints policies and procedures (which include volunteers) will be referred to.

If a volunteer's behaviour is repeatedly or seriously unacceptable, they may be asked to change their role, or to leave the organisation.

11. Further information

The Investing in Volunteers Standard requires that the organisation has a written policy on volunteer involvement that sets out the organisation's values for volunteering involvement and highlights the need for procedures for managing

volunteers, based on principles of equality and diversity (Indicator 1.1). WCVA
www.wcva.org.uk/volunteering

Approved by



David Moses, Chairperson on behalf of Maindee Unlimited Trustees

Approved: May 2022
Review: May 2025

Appendix 1

Volunteer Coordinators (2022/23)

Maindee Unlimited has a number of different areas suitable for volunteers. These mainly fall into four areas. Trustees and program manager, Maindee Library, Greening Maindee and Maindee Pantry. Each section will have an allocated volunteer coordinator. As projects develop additional coordinators can be added, as required.

We recognise that some volunteers will look to volunteer over more than one area of volunteering and this is to be encouraged. They should speak to the coordinator most appropriate to their development needs.

Trustees and Programme Manager – Dave Moses

Maindee Library – Trish Johns

Greening Maindee – John Stone

Maindee Pantry – Jane Shatford