

Volunteer Policy



Introduction

Volunteers offer a valuable resource by giving their time and dedication without pay. It is important to ensure that we protect volunteers by making sure that volunteers are well looked after and that they are fit to work. It is important that volunteers are treated with respect and dignity.

Purpose

The aim of this policy is to produce a clear framework for the use of volunteers working with The Green Gram Community Benefit Society ("The Green Gram"). A volunteer is someone who is working in an unpaid capacity as part of a planned program of activity.

The policy is intended to help promote a constructive partnership between Volunteers and The Green Gram. People volunteer for a variety of reasons and can contribute in a range of ways according to individual needs and talents that they bring. Volunteers will need to abide by the values, principles and policies which form the framework of The Green Gram.

Equal opportunities

The Green Gram is committed to the development of equal opportunities and believe that opportunities should be open to all regardless of age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, sex or sexual orientation. Teamwork promotes mutual interests, harmony, respect, co-operation and understanding between volunteers from diverse backgrounds.

Recruitment and selection

Volunteers will be recruited and selected according to their suitability in helping meet the needs of planned activities. Volunteers must be 14 years of age or over or in Year 9. All approved volunteers will be asked to sign a Volunteer Agreement document.

Volunteer agreement

This document lays out general and specific expectations. It does not amount to a contract of employment but clearly sets out what either party can expect from the other.

General expectations

1. Volunteers have the right to be made welcome and to feel involved and valued.
2. Volunteers are expected to promote a spirit of co-operation with other team members and volunteers. They are expected to acquaint themselves with and work in accordance with all appropriate policies, guidelines and procedures. These will be covered as part of the induction procedure.
3. Volunteers will receive regular supervision and support during induction and should expect to participate in ongoing and/or refresher training deemed necessary and as requested by The Green Gram.
4. Volunteers should undertake only those tasks and responsibilities as arranged and agreed.
5. Volunteers unable to volunteer for a period of three months or more will be required to undergo refresher training prior to resuming volunteering.

Volunteers must:

6. Respect confidentiality at all times.
7. Take responsibility for providing feedback and information to the Business Manager (Jo Anderson) and committee members as appropriate.
8. Report all accidents, serious incidents or damage to equipment immediately to the Business Manager or, if unavailable, any member of the committee.
9. Volunteers have the right to withdraw volunteering services without notice, although some notice is appreciated.
10. If a Volunteer is unable to do their shift on the day of that shift or any other time, they must put a message on the GG Staff WhatsApp as soon as possible, requesting someone to take their place. In the case of a volunteer under 18 they must message the Volunteer Coordinator in charge of Young People via WhatsApp.
11. All Volunteers with long hair must keep it tied back while in the shop.
12. Volunteers should not attend The Green Gram if they are suffering from upset stomachs, infected wounds, colds and coughs and viruses. No volunteer should handle food for 48 hours after symptoms of vomiting and diarrhoea have stopped.
13. In the event that a volunteer over 18 wishes to have a minor with them when volunteering, this must be approved by the Business Manager. The parent/guardian is responsible for the minor at all times and they are not to help in the shop.
14. All volunteers need to adhere to our safeguarding policy.

Young Volunteers under 18

1. Volunteers under 18 should never volunteer unless there are at least two adults in the shop supervising.
2. The Volunteer Coordinator in charge of young people will go through safeguarding with the young person
3. Parents must give permission for the young volunteer to take part in the activities and read the Safeguarding policy.
4. Parents must let us know in advance if their child cannot attend a session.

Specific Expectations

The term of agreement will specify, without being inflexible, the timetable during which volunteering will take place.

Expenses

Any expenses incurred by volunteers in connection with the time volunteering will not usually be reimbursed.

Insurance

Employer's Liability cover is in force to protect liability for third party injury or property damage arising in connection with the work.

Volunteer Agreement

Contact Information



Name	
Phone	
Email address	
Address	

Person to contact in case of Emergency (For Young Volunteers this must be the parent/guardian, and we require 2 emergency contacts)

Name	
Phone	
Email (if volunteer under 18)	

2nd contact details (ONLY for young people under 18)

Name	
Phone	
Email (if volunteer under 18)	

Health

Do you have any allergies of which we should be aware?
Are there any other health issues of which we should be aware?
Do you have any First Aid experience or qualifications?

This Volunteer Agreement describes the arrangement between The Green Gram Community Benefit Society ("The Green Gram") and you. We wish to assure you that we greatly appreciate you volunteering with us and will do the best we can to make your volunteer experience with us enjoyable and rewarding.

Part 1: Expectations of The Green Gram

1. Induction and training

We will provide a thorough induction on the work of The Green Gram and its structure, its staff, your volunteering role and the induction and/or training you need to meet the responsibilities of this role.

2. Supervision, support and flexibility

We will explain the standards we expect and encourage and support you to achieve and maintain them:

- We will provide a named person who you can contact to discuss your volunteering and any successes and problems or training needs. Also, any useful feedback and suggestions that you may have.
- We will do our best to help you develop your volunteering role with us.

3. Expenses

We will not usually reimburse volunteer expenses.

4. Health and safety

We will provide adequate training and feedback in support of our Health and Safety policy.

5. Insurance

We will provide adequate employee cover for volunteers whilst carrying out their volunteering roles which have been approved and authorised by us.

6. Equal opportunities

We will ensure that all volunteers are dealt with in accordance with our Equal Opportunities policy.

7. Problems

- We will try to resolve fairly any problems, complaints and difficulties you may have while you volunteer with us.
- In the event of an unresolved problem, we will offer an opportunity to bring a friend with you and to discuss the issues with the Business Manager or a committee member, as appropriate.

Part 2: The volunteer

We expect you:

1. To help The Green Gram fulfil its role/function/services which you will be helping with;
2. To perform your volunteering role to the best of your ability;
3. To be professional and courteous at all times;
4. To follow The Green Gram's procedures standards and policies, including but not limited to Health and Safety and Equal Opportunities, in relation to the Business Manager, committee members, volunteers and shop customers;
5. To maintain as **confidential** the information of the organisation and the personal information of its members and volunteers;
6. To meet the time commitments and standards which have been mutually agreed to and to give reasonable notice so other arrangements can be made when this is not possible;
7. To be punctual and reliable;
8. By arrangement in advance to work the shifts selected via the online rota and advise as soon as possible if no longer able to carry out a shift.
9. In the event that a volunteer over 18 wishes to have a minor with them when volunteering, this must be approved by the Business Manager. The parent/guardian is responsible for the minor at all times and they are not to help in the shop.

The name of the volunteer's support is.....

(Contact details.....)

Signed:
(on behalf of The “Green Gram”).....Date

Signed:
(Volunteer).....Date.....

For a Young Volunteer we require a parent or guardian to sign below:

Signed:
(parent or guardian).....Date.....

Name of parent/guardian.....

By signing, you give permission for the young person in your charge to volunteer at The Green Gram and you agree to let us know in advance if your child cannot attend a session.

This agreement is binding in honour only, is not intended to be a legally binding contract between us and may be cancelled at any time at the discretion of either party.

Neither of us intend any employment relationship to be created either now or at any time in the future.

Data Protection

The information provided by you on this form will be used only for the purposes of managing and communicating with volunteers in The Green Gram and will not be transferred to any third party. Your email and phone number will be shared with Committee members and your fellow volunteers unless otherwise requested.