

RIVER LARK CATCHMENT PARTNERSHIP

VOLUNTEER MANAGEMENT POLICY



VOLUNTEERING WITH RLCP

The River Lark Catchment Partnership is a charity run by volunteers with volunteers directly and from partner organisations delivering our projects: mainly river restoration work on the River Lark and its tributaries. Volunteer commitment varies from occasional to regular involvement. We aim to draw together the skills, enthusiasm, expertise and energy of our volunteers in a supportive operation to achieve successes which could not be obtained otherwise. This policy is intended to provide a clear statement of how RLCP involves volunteers in its work.

AIMS

This policy is underpinned by the following principles:

- We will provide induction, information, training and support to our volunteers appropriate to their role.
- Whenever possible, tasks will be chosen to be satisfying and/or appropriate to a volunteer's interests and abilities.
- Volunteers will work together within our rules, policies and procedures.

WHO IS THIS POLICY FOR?

Volunteers support RLCP by giving their time to carry out roles which have been agreed with the organisation. The volunteering relationship is based on trust and does not involve the obligations associated with employment. No payment, other than the reimbursement of agreed expenses, is made by RLCP to people who give their time as volunteers. This policy outlines the principles on which the relationship between volunteers and the organisation is based and provides basic information about volunteering with us.

RECRUITMENT

RLCP welcomes and respects the breadth of experience, skills, dedication and goodwill that volunteers bring. All volunteers will be asked to complete a registration form and will be given an outline of their role or tasks they are willing to undertake. Depending on the nature of the role and scope of the this may be a verbal briefing or a written role description.

GETTING STARTED

Welcome to the team! All volunteers will receive an appropriate induction about RLCP as an organisation and their own work area. Opportunities to develop relevant knowledge and skills will also be provided. New volunteers will be provided with the Volunteer Handbook and any necessary PPE and equipment they may need.

EQUAL OPPORTUNITIES AND DIVERSITY

We are committed to the policy of equal treatment of all RLCP members and volunteers, and RLCP welcomes adult volunteers of 18 years and older from all sectors of society. Any act of harassment or discrimination is unacceptable. We do not have an upper age limit for volunteers but there may be situations that require us to ask someone to stop volunteering – for example when health issues are considered a risk to the person concerned or others around them.



RESPONSIBILITIES AND EXPECTATIONS

We want you to enjoy volunteering with us and we take our responsibilities towards you very seriously. As an RLCP volunteer, you will also be a representative of the organisation and, as such, we ask that you act appropriately. All volunteers will have an experienced volunteer and/or team leader to relate to and work under. All volunteers will be encouraged to feedback on progress, discuss future development, work programmes and/or objectives and have a chance to discuss any issues that may arise.

RIVER LARK CATCHMENT PARTNERSHIP'S RESPONSIBILITIES:

- To offer equal opportunities to everyone who wants to volunteer
- To match your skills and experiences with the right role for you wherever possible, listening to your motivations and aspirations
- To offer appropriate training and support for your role
- To celebrate success and recognise loyalty and dedication
- To respect all our volunteers and listen to what you have to say, consistently encouraging two-way communication
- To provide information about the organisation's values, policies and procedures
- To reimburse agreed out-of-pocket expenses
- To make necessary arrangements to ensure your health, safety and welfare as a volunteer
- To encourage a positive and friendly atmosphere
- To provide access to trained members of staff, to support, guide and advise you

OUR EXPECTATIONS OF YOU AS A VOLUNTEER:

- To aim for high standards of efficiency, reliability and quality in your volunteering
- To work in partnership with other volunteers, team leaders and the general public
- To support, respect and adhere to our organisational policies, guidelines and management decisions – including all aspects of equal opportunities, health and safety, data protection and use of our brand
- To always consider and protect RLCP's good reputation in your actions and conduct
- To act responsibly and within the law
- To let us know first if you have any problems so that we can find a solution together
- To let us know if there are changes in your personal circumstances that may affect your volunteering
- To have the best possible experience by getting involved and enjoying your volunteering

HEALTH AND SAFETY

We are committed to ensuring your wellbeing and safety whilst you are volunteering and, in turn, we expect our volunteers to contribute to maintaining a safe working environment. All volunteers are protected by the same health and safety legislation as paid employees.

All volunteers must:

- Take reasonable care for the health and safety of yourself and other persons who may be affected by your actions or omissions
- Co-operate with staff by assisting them to fulfil their statutory duties
- Follow our health and safety policy and measures put in place by RLCP or any organisation whose premises you may be working on
- Report accidents/incidents or dangerous circumstances to the session leader, whether or not any person has been injured
- Be aware of actions to take when an emergency situation arises and who to contact for support



DATA PROTECTION AND CONFIDENTIALITY

We take great care to protect your information as part of our data protection responsibilities. As a volunteer, we expect you to protect any personal or confidential information to which you may have access.

EXPENSES

Routinely RLCP shall not reimburse the personal expenses of volunteers. All exceptional volunteer travel or associated expenses requiring reimbursement must be agreed in advance by the RLCP Treasurer before making a claim. In the instance of travel a volunteer's regular commute to site is considered a normal commute and outside of recompense.

DBS CHECKS

Appropriate Disclosure and Barring Service (DBS) checks will be undertaken for those volunteering roles that are covered by the RLCP Safeguarding Policy.

INSURANCE

RLCP has appropriate types of insurance in place to cover its volunteers. These include employers' liability insurance and public liability insurance in the event of a volunteer being harmed due to the negligence of the organisation, or a third party being injured as a result of the actions of a volunteer whilst performing RLCP duties. However, our insurance does not cover your personal belongings.

TRAINING AND DEVELOPMENT

You will have access to training or information to help you successfully carry out your volunteering role. You will be offered an appropriate induction including information about the volunteering environment and any equipment you may be using in your role. If you choose to take on an additional or alternative role or activity as a volunteer, we will be happy to help you widen or develop your skills and knowledge accordingly.

RESOLVING CONCERNS

Volunteers should work together in a respectful and accountable manner. Should an incident occur RLCP Trustees will seek to identify and resolve problems at the earliest possible stage. We take the concerns of our volunteers very seriously and will make every reasonable effort to resolve any difficulties.

SUPPORT AND ADVICE

If you would like further information or advice on any aspect of your volunteering with us, please ask us

FURTHER INFORMATION

RLCP recognises your contribution as a volunteer to the vital work of the organisation. This is borne out in the policies and procedures the organisation has developed, which cover both staff and volunteers in their work.

- Equality Policy
- Data Protection Policy
- Safeguarding Policy
- Risk Management Policy
- Complaints Policy

If you would like a copy of any of the above documents, please email admin@riverlark.org.uk