



Futures Ltd

Our Community – Our Environment – Our Actions – Think Global – Act Local

VOLUNTEER POLICY

1. Introduction

In issuing this volunteer policy Fyne Futures wishes to:

- Formally acknowledge and support the role of volunteers in its work
- Set out the principles governing the use of volunteers
- Encourage, enable and develop the involvement of volunteers

1.1 A Fyne Futures volunteer is someone who does not receive financial compensation beyond the reimbursement of expenses and who performs a task at the request of Fyne Futures. The relationship between Fyne Futures and its volunteers is one of trust and mutual understanding. There is no enforceable obligation, contractual or otherwise, on either Fyne Futures or their volunteers.

2. Volunteer Policy Statement

- 2.1 Fyne Futures recognises values and supports the important part volunteers play in the work of the organisation.
- 2.2 Fyne Futures recognise also that voluntary work brings benefits to volunteers themselves, to service users, paid staff and to the wider community.

3. Volunteers Roles and Responsibilities

- 3.1 Volunteers will provide a specific role in respect to whichever part of the organisation they volunteer at.
- 3.2 Opportunities will be made available for volunteers to be consulted about changes to their roles and responsibilities and when appropriate, be involved in Fyne Futures wider consultation processes.

4. Induction and Training



Futures Ltd

Our Community – Our Environment – Our Actions – Think Global – Act Local

- 4.1 New Volunteers will be made to feel welcome and will receive an Induction phase which will cover the aims and activities of the charity.
- 4.2 Volunteers will be given time to settle in, learn about their role and give Fyne Futures time to assess how their involvement is working out. At the end of an agreed period of time, a meeting will be held to clarify any areas of concern.
- 4.3 Training will be an on-going process.

5. Support

- 5.1 In most circumstances, volunteers will be directly or indirectly supported or supervised by a member of Fyne Futures staff.
- 5.2 Volunteers will have a named person as their main point of contact to ask questions and request assistance. They will be provided with regular opportunities to feedback on progress and discuss future development and air any problems.

6. Safeguarding

- 6.1 Fyne Futures aim to safeguard the welfare of any vulnerable people, whether young people or adults, coming in contact with our service or activities. To this end Fyne Futures believe it is important that all concerned, staff and volunteers, have a basic understanding of the issues involved in Safeguarding and that procedures are in place that are easy to understand and implemented by anyone providing our services.
- 6.2 Volunteers will be issued with all Fyne Futures Health and Safety Policies to assist and support their understanding of their personal safeguarding responsibilities.
- 6.3 Volunteers will be provided with Fyne Futures induction training to assist them in understanding the important boundaries, which must be adhered to between service users and volunteers.



Futures Ltd

Our Community – Our Environment – Our Actions – Think Global – Act Local

6.4 Volunteers will be provided with clear information on how to report any safeguarding concerns.

7. Health & Safety

7.1 Fyne Futures is committed to providing a safe and healthy environment for all volunteers on its premises and to giving appropriate instruction, training and supervision for their welfare.

7.2 Fyne Futures has a written Health & Safety Policy which will be made available to volunteers.

7.3 Volunteers are expected to conduct themselves in a safe and responsible manner and not to act in a way that may put themselves or others at risk or injury.

7.4 Volunteers are responsible for reporting any accident/incident or dangerous circumstances or occurrence to the General Manager, irrespective of whether any person has been injured.

8. Insurance

8.1 All volunteers are covered by Fyne Futures insurance policies whilst they are on the premises or engaged in any work on behalf of the charity:

- Personal accident
- Legal liability
- Public liability

8.2 Fyne Futures does not provide motor vehicle insurance for volunteers using their own vehicle.

9. Grievance and conduct issues

9.1 Fyne Futures will make every effort to settle any dispute or grievance fairly and amicably, and expects that the majority of problems can be resolved through informal constructive discussions.



Futures Ltd

Our Community – Our Environment – Our Actions – Think Global – Act Local

- 9.2 In the first instance a volunteer should take their grievance to their allocated point of contact (member of staff). If the matter is not resolved following these discussions, the volunteer should contact (Reeni Kennedy Boyle) General Manager.
- 9.3 If there are concerns relating to a volunteer's behaviour or contribution, the matter will be discussed amicably and steps agreed to address it. These may include additional training, support or mentoring. However, if these areas of concern cannot be resolved after more formal discussions, their volunteering relationship with Fyne Futures may have to cease.
- 9.4 Fyne Futures must protect its reputation in all circumstances and where a volunteer takes any action that may bring our name into disrepute, the volunteer's involvement with Fyne Futures will be stopped immediately. This also applies to any financial irregularity or violent or inappropriate conduct towards staff, other volunteers or members of the public.

11 Confidentiality

- 11.1 Fyne Futures will keep all information regarding volunteers confidential, whether written or oral.
- 11.2 Fyne Futures will deal with any situation where there is believed to be a breach of confidentiality.
- 11.3 Fyne Futures will provide training during the volunteer's induction phase on confidentiality.
- 11.4 Volunteers will respect the need for confidentiality whenever they have access to restricted Fyne Futures information.
- 11.5 Volunteers will keep information they may receive about service users confidential.
- 11.6 Volunteers will seek guidance from Fyne Futures General Manager if they are concerned about any issue surrounding confidentiality.

12 Moving On

Fyne Futures, Registered Office: 81 Victoria Street, Rothesay, Isle of Bute, PA20 0AP.

Registered in Scotland No 279734

Registered Scottish Charity No SC 036392A member of the Fyne Group



Futures Ltd

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- 12.1 Fyne Futures recognises that volunteers may cease their involvement at any time. When a volunteer chooses to cease their links with the charity we will aim to seek their reasons for leaving, to share any learning points from their involvement, and to establish whether they might wish to be involved again in the future.
- 12.2 It would be desirable if volunteers could give Fyne Futures as much notice as possible of their intention to cease volunteering as this will allow us to assist the process to be done in a planned and helpful way to both parties.

March 2014