



# Volunteer Policy



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## 1. Introduction

GreenHouse Mentoring is a project of Stopsley Baptist Church, a company limited by guarantee, Registered in England and Wales, Company Number - 7605036, Registered Charity Number - 1150563, Registered Office - Stopsley Baptist Church, St Thomas' Road, Luton, LU2 7XP

GreenHouse Mentoring (GHM) has been operating since 2002.

GreenHouse Mentoring aims to recruit, screen and train volunteer mentors for children and young people in the Luton area in order to help them achieve their potential.

This document describes GHM's policy on volunteers.

## 2. Applicability

This policy applies to all GHM Staff and Volunteers.

## 3. Definitions

Within this document, the following definitions are understood:

<b>Volunteers</b>	any person currently volunteering with GHM with a signed Volunteer Agreement;
<b>Service User</b>	any young person who has or is receiving service from GHM;
<b>Staff</b>	any member of the GHM Team with a formal written and signed contract;
<b>Buddy</b>	any person who agrees to assist a volunteer by ensuring that mentoring sessions are completed on time and safely
<b>External Persons</b>	any other person or organisation that has had or is having contact with GHM and does not fall into the above three categories.

## 4. Policy Authority

This document is approved by the GreenHouse Mentoring Manager.

Written By	Version/ Date	Comments
Sue Pirks	02/12/2010	Initial Issue
Ian Pirks	09/01/2014	Updated to new format, reviewed & revised.

## 5. Principles of Policy

The following principles will apply within GHM:

- ◆ In all cases, GreenHouse Mentoring staff and volunteers will work within the GHM Vision, Mission & Values statement.
- ◆ Volunteers will be treated well and encouraged to :
  - a. have goals and begin to meet them;
  - b. increase their self-worth and/ or confidence;
  - c. Increase their skills.

See \\GHMserver\Shared \GHM Forms for all GHM Forms.

### 5.1 Recruitment

Local volunteering agencies are kept informed of opportunities available within GreenHouse Mentoring [GHM]. All volunteers are also encouraged to tell suitable friends and acquaintances about GHM opportunities. Information is sent to anyone expressing an interest in volunteering with GHM and an interview will be offered.

If you require further information about the interview, screening and acceptance process the *GHM Procedure for Volunteers Acceptance* document is kept at the GreenHouse and can be reviewed on request.

### 5.2 Induction and Training

All GHM volunteers are required to attend the induction session and the child protection training. Other required training courses are listed in each role description, and vary with different roles. Volunteers should check the specific requirements for the role they are volunteering for.

Whole team training sessions are held regularly throughout the year, giving training in mentoring related topics, and attendance is required for most volunteering roles. The GHM library is available for all volunteers to borrow books or resources, and internet access is available at the GreenHouse, so volunteers can research topics that will aid them in

their roles. Annual evaluation reviews give all volunteers an opportunity to feedback any potential training requirements.

### 5.3 Support and Supervision

All volunteers will have a supervisor assigned to them when they start their volunteering work with GHM. The regularity of supervisor contact will vary with the role, but all roles will have contact details of their supervisor for any interim needs. In addition to this volunteers can contact the GHM staff team for further support.

Counselling is available, and all volunteers can request a meeting with a GHM Counsellor if they feel they need extra support at any time.

### 5.4 Expenses

GHM can reimburse expenses incurred by volunteers on agreed GHM activities. Please see the *Expense Claim Procedure* document for further details. If a volunteer is unsure about whether an expense can be claimed, they should ask their supervisor or the GreenHouse Mentoring Manager, who will be able to advise them.

### 5.5 Insurance

As an organisation that is part of Stopsley Baptist Church, GreenHouse Mentoring volunteers are covered by the employers and public liability policies of the church when engaged in GHM agreed activities.

### 5.6 Equal Opportunities and Diversity

GHM is committed to offering equal opportunities to all potential volunteers who satisfy the requirements for any volunteering role within the organisation [see recruitment section]. It is also very important that all volunteers are welcoming of all other volunteers, and treat each other with respect at all times. For further information please see the *Equal Opportunities* policy document.

GHM is committed to developing and maintaining an organisation in which differing ideas, abilities, backgrounds and needs are valued. GHM aims to give opportunity to those with diverse backgrounds and experiences to participate and contribute, wherever this does not increase risks to others involved in the organisation in any way.

## 5.7 Health and Safety

GHM aims to ensure its volunteers are safe and not exposed to health risks when volunteering with GHM. Volunteers must conform to the health and safety training received and the volunteer agreement guidelines whenever they are engaged in GHM agreed activities or represent GHM.

The *GreenHouse Health and Safety Policy* and the *GreenHouse Mentoring Health and Safety Policy* are kept at the GreenHouse and can be reviewed on request.

## 5.8 Grievance and Disciplinary Procedures

For further information please see the *Grievance Policy & Procedures* and the *Disciplinary Policy & Procedures* documents.

## 5.9 Confidentiality

GHM volunteers often have access to confidential information, and GHM has access to volunteers' information, so care must be taken to keep all such information confidential. For further information please see the *Confidentiality Policy* document.

## 5.10 Documents Referenced

*GHM Procedure for Volunteers Acceptance*

*Expense Claim Procedure*

*Equal Opportunities policy*

*Health and Safety Policy*

*GHM Health and Safety Policy*

*Grievance Procedure*

*Disciplinary Procedure*

*Confidentiality Policy*

## 6. Monitoring, Evaluation & Reporting

This document is monitored by the GHM Administrator under the direction of the GHM Manager.



## 7. Policy Review

Next policy review due before: January 2017

Policy last reviewed on: 09/01/2014

**Approved by:**

Sue Pirks ..... / .....

(GreenHouse Mentoring Manager)

Date .....