



# Volunteering Policy

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## INTRODUCTION

Somerleyton Community Association (SCA) believes in equal opportunities and diversity. We strive to deliver a varied and diverse range of activities within our premises which promote a community spirit.

Our main objective is to make our premises the social hub of our community for everyone within the parishes and the surrounding areas.

In line with this we seek to involve volunteers to:

- Ensure our activities and events meet the needs of our community
- Ensure the community is actively involved in SCA
- Provide opportunities for all ages of the community to develop new skills and perspectives
- Increase our contact with more people in the community

## PRINCIPLES

This Policy is underpinned by the following principles:

- We will ensure that volunteers are made to feel welcome and included and that their contribution, on whatever level, is facilitated to enable them to contribute to our work.
- With the exception of the part-time Caretaker/Booking Clerk SCA is run completely by volunteers.
- We expect that trustees will work positively with each other and with all other volunteers.
- We will actively seek to attract and involve volunteers in our work.
- We recognise that volunteers require appreciation and satisfaction for their contribution and we will seek to help volunteers meet these needs.
- We will provide any training required and will ensure there is a safe a pleasant environment to work in

## RECRUITMENT

All prospective volunteers will be informally interviewed to find out what they would like to do, their skills, suitability and how best their potential might be realised.

## EXPENSES

We firmly believe that volunteering should not incur a cost to the volunteer and to this end all volunteers will have any monies paid on our behalf reimbursed when a receipt is provided to support the expenditure.

Depending on the event, appropriate refreshments will be provided to volunteers or they may be reimbursed for their own expenditure, by prior agreement of the management committee.

Travel outside the three parishes on behalf of the Association will be reimbursed at cost or at 45p/mile for car travel.

## **INDUCTION AND TRAINING**

All volunteers will receive an induction into our work and the area they will be involved in. Training will be provided as appropriate.

## **SUPPORT**

All volunteers are welcome to contact any member of the committee. All volunteers will be given guidance and constructive feedback on their progress. We request that all volunteers discuss what involvement they would like to have and air any problems.

## **THE VOLUNTEER'S VOICE**

Volunteers are encouraged to express their views about matters concerning our work. Where appropriate, they should use the procedures set out in our Comments, Complaints & Compliments Policy. When requested confidentiality will be maintained.

## **INSURANCE**

All volunteers are covered by our insurance policy whilst they are on the premises or engaged in work on our behalf.

## **HEALTH AND SAFETY**

Volunteers are covered by our Health and Safety Policy, a copy of which is on our website and available from the Secretary.

## **EQUAL OPPORTUNITIES**

We operate an equal opportunities policy, a copy of which is on our website and also available from the Secretary. Volunteers will be expected to have an understanding of and commitment to our equal opportunities policy.

## **PROBLEM SOLVING**

We aim to identify and solve problems at the earliest possible stage. Unless the problem can be resolved immediately with the person controlling the activity or event our Comments, Complaints & Compliments Policy should be used to report the problem.

## **CONFIDENTIALITY**

All volunteers are required to observe confidentiality where appropriate and/or when requested to.

**This policy was adopted** by the trustees on 30<sup>th</sup> September 2015