



# INCLUSIVE EXETER CIC

## Volunteer Policy

### 1 Introduction

Inclusive Exeter CIC recognises the contribution and the added value that volunteers bring to our organisation and to those who use our services. Volunteer involvement in this organisation does not replace or devalue the role of paid staff.

Within Inclusive Exeter CIC volunteers are involved in:  
Coronavirus Hardship Relief Project – mainly collecting or unloading ambient foodstuffs, packing food parcels and delivering food parcels;  
Physical Activities – mainly leading Park Walks;  
Drop-In Support Service – mainly helping beneficiaries with form-filling

Inclusive Exeter CIC aims to have a reciprocal and mutually beneficial relationship with our volunteers; with their involvement informing and developing our work, and our work enabling individuals to learn skills and achieve personal development through their volunteering.

The involvement of volunteers will be guided by the following principles of good practice:

- the tasks to be performed by volunteers will be clearly defined, so that everyone is sure of their respective roles and responsibilities;
- the organisation will comply with the Data Protection Act in the use of data held on all volunteers;
- volunteering opportunities will complement rather than replace the work of paid staff
- volunteers will be provided with regular opportunities to share ideas/concerns with a named contact

### 2 The Purpose of this Policy

By adopting this policy Inclusive Exeter CIC aims to:

- highlight and acknowledge the value of the contribution made by volunteers;
- reflect the purpose, values, standards and strategies of the organisation in its approach to involving volunteers;
- recognise the respective roles, rights and responsibilities of volunteers;
- confirm this organisation's commitment to involving volunteers in its work;
- ensure the ongoing quality of both the volunteering opportunities on offer and the work carried out by our volunteers;

This policy provides an overview of the activities carried out by volunteers currently and provides a basis for the expansion, if required, for the role of volunteers alongside paid staff. This document and the associated policy, procedures and guidance provide a framework for the involvement of volunteers.

### 3 Recruitment and Selection

Inclusive Exeter CIC will adhere to its Equality and Diversity policy when recruiting and selecting volunteers. All potential volunteers will be asked to complete a volunteer's application/registration form. Written task descriptions will outline time, commitment, necessary skills and actual duties. Where there is specific training required this will be highlighted as part of the recruitment process. Where there is a requirement for a Disclosure Check this will be highlighted as part of the recruitment process. All volunteers

#### **Inclusive Exeter CIC**

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will be required to provide 2 references.

#### **4 Support and Supervision**

Once placed, we will expect volunteers to comply with existing policies and procedures. All volunteers are covered under Inclusive Exeter CIC's Public Liability Insurance.

All volunteers will have an induction to their volunteering which will involve an overview of the relevant policies and procedures. Following Induction, volunteers will have support and supervision meetings with a named contact to identify areas for development, or to discuss any issues. A record of these discussions will be held as part of the individual volunteer's records. Volunteers can have access to their records at any time.

Volunteers will be able to claim reasonable expenses for their volunteering. Volunteers should discuss any planned expenditure prior to incurring this expenses to ensure that it will be covered by the organisation.

Where volunteers have holidays or other commitments which mean that they cannot attend their normal volunteering, they should advise their named contact to ensure that we can arrange alternative cover. If volunteers require a longer break from their volunteering, they should discuss this with their named contact. Inclusive Exeter CIC will endeavour to be as flexible as possible to accommodate the needs of volunteers.

Volunteers can access learning and development opportunities which are relevant to their volunteering role throughout their time with Inclusive Exeter CIC. Opportunities for Learning and Development will form part of the discussions at support and supervision sessions.

#### **5 Problem Solving**

Where a concern is highlighted – either by a volunteer or about a volunteer, this will be dealt with using our Grievance Policy.

#### **6 Responsibility**

Overall responsibility for the implementation, monitoring and review of the policy and procedures lies with the Chair.

Implementation and adherence to this policy is the responsibility of all Directors, staff and volunteers within the organisation.

[Date of Document]

[Date it is due for review]