



## Senior Citizens Concern CLG

### Volunteering Policy

#### 1. Introduction

Senior Citizens Concern CLG involves people effectively in volunteering to help solve real problems and enrich communities.

It does this by:

- Providing potential volunteers with the means to access volunteering opportunities.
- Helping people who might otherwise have found themselves excluded to take part in their communities.

*Senior Citizens Concern CLG* is committed to involving volunteers directly within the organisation to:

- Contribute to the delivery of our services
- Form our board of management
- Make sure we are responsive to the needs of our users.
- Provide different skills and perspectives.
- Offer opportunities for participation by people who might otherwise be excluded.

This volunteer policy sets out the principles and practice by which we involve volunteers.

#### 2. Principles

*Senior Citizens Concern CLG*

- Recognises that voluntary work brings benefits to volunteers themselves, to service users and to paid staff.
- Will ensure that volunteers are properly integrated into the organisational structure and that mechanisms are in place for them to contribute to the volunteer centre's work.
- Will not introduce volunteers to replace paid staff.
- Expects that staff at all levels will work positively with volunteers and, where appropriate, will actively seek to involve them in their work.
- Recognises that volunteers require satisfying work and personal development and will seek to help volunteers meet these needs, as well as providing the training for them to do their work effectively.
- Will endeavour to identify and cover the costs of involving volunteers.
- Recognises that the management of volunteers requires designated responsibilities within specific posts.
- Will endeavour to involve volunteers from a wide range of backgrounds and abilities and ensure our volunteering opportunities are as accessible as possible

### **3. Recruitment**

Recruitment of volunteers will generally be from all sections of the community. Positive action in recruitment may be used where appropriate.

People interested in becoming volunteers with *Senior Citizens Concern CLG* will be invited for an informal talk with the appropriate contact person. They will be given an **information pack** including general information about the organisation and specific information on the volunteer post in which they are interested together with confidentiality agreement.

All volunteers will be asked to complete a simple **application form** appropriate to the role that they are applying for and to supply references. Where applicants are not placed in the role applied for, they will be provided with feedback and given the opportunity to discuss alternative volunteering roles both with *Senior Citizens Concern CLG* and other volunteer involving organisations.

Every volunteer role will undergo a risk assessment. For volunteer roles which involve 'regulated work' such as care giving and/or sustained and direct contact with children or vulnerable adults, *Senior Citizens Concern CLG* has a legal obligation to ensure that volunteers are not barred from working with children or vulnerable groups. Potential volunteers for such roles will be required to complete Garda Vetting process, and disclosure records will be accessed. This information will be dealt with in the strictest confidence and will not necessarily prejudice the person being accepted for voluntary work.

### **4. Volunteer Agreements and Voluntary Work Outlines**

Volunteers will receive a role description and volunteer agreement containing full information about their chosen area of work and a clear idea of their responsibilities and of *Senior Citizens Concern CLG* responsibilities to them.

### **5. Induction and Training**

Volunteers will be given induction and training appropriate to the specific tasks to be undertaken.

### **6. Support**

Volunteers will be assigned a named contact person who will provide regular support. Support sessions will provide the opportunity for ongoing dialogue about the development of the volunteering role and any advice and guidance as needed. Where the volunteering role is emotionally demanding these sessions also give volunteers the opportunity to access emotional support from the organisation.

### **7. The Volunteer's Voice**

Volunteers will be consulted in decisions which affect them. *Senior Citizens Concern CLG* is committed to developing consultation and representational procedures for volunteers.

### **8. Records**

Minimum details will be kept on volunteers. This will include the registration form, references, placement details, crisis contact, correspondence and any other relevant information in accordance with *Senior Citizens Concern CLG* confidentiality policy.

### **9. Expenses**

*Senior Citizens Concern CLG* will ensure that there is a clear and accessible system to enable volunteers to claim out of pocket expenses.

## **10. Insurance**

Volunteers will be covered by Senior Citizens Concern CLG Insurance while carrying out agreed duties.

## **11. Health and Safety**

Senior Citizens Concern CLG will take all reasonably practicable steps to ensure the volunteers' health, safety and welfare while at work in accordance with the centre's Health and Safety policy.

## **12. Equal Opportunities**

Volunteers and staff will work in accordance with Senior Citizens Concern CLG equal opportunities policy and will prevent discrimination on any grounds.

## **13. Grievances**

Senior Citizens Concern CLG has a policy to help deal with grievances that volunteers may have. In line with this policy volunteers have the right to discuss any concerns they may have with their named contact at any time.

## **14. Endings**

When volunteers move on from their role at Senior Citizens Concern CLG they will be asked to provide feedback on the volunteering experience by way of an exit questionnaire. They will also be given the opportunity to discuss their responses to the questionnaire more fully with a member of the management team.

On the basis of their voluntary work, volunteers will have the right to request a reference. Volunteers will be supported to move on to other options.

Senior Citizens Concern CLG has a policy on how it will deal with any disciplinary issue regarding a volunteer.

## **15. Confidentiality**

Volunteers working with Senior Citizens Concern CLG will be bound by the Confidentiality requirements of the organisation, details of which will be included in Volunteer Information Pack.

## **16. Monitoring and Evaluation**

Senior Citizens Concern CLG will monitor and evaluate its use of volunteers with reference to this Volunteer Policy.

Senior Citizens Concern CLG Volunteer Policy will be subject to review in line with regular review of its Policy and Procedures.

Reviewed by the Board of Directors of Senior Citizens Concern Limited and APPROVED

This 23<sup>rd</sup> day of March 2018

SENIOR CITIZENS CONCERN LIMITED

March 2018