



Volunteer Policy

August 2017

INTRODUCTION

1. This policy sets out the broad principles by which CultureNL promotes, manages and recognises the involvement and contribution of volunteers.
2. This policy is reviewed regularly to ensure it remains appropriate to the needs of CultureNL and its volunteers. All CultureNL staff members are responsible for fostering a climate which encourages, respects and values the contribution of all volunteers.

COMMITMENT TO VOLUNTEERING

3. CultureNL is committed to working with volunteers and welcomes and values the contribution volunteers can make.

DEFINITION OF VOLUNTEERING

4. A volunteer is a person who undertakes unpaid work for CultureNL freely and by choice without concern for financial gain or other forms of benefit in kind.
5. Volunteering covers all aspects of CultureNL's work at many different levels throughout the organisation.

VALUES AND PRINCIPLES

CultureNL:

- Values and recognises the beneficial contribution volunteers make;
- Appreciates that volunteering is enjoyable and can change and enrich people's lives while bringing benefits to wider community;
- Recruits volunteers with skills, knowledge and experience to match the needs of CultureNL and recognises volunteers' motivations, aspirations and their need for fulfilment in being involved in the work of CultureNL;
- Where relevant, offers appropriate development opportunities to its volunteers.

VOLUNTEER RELATIONSHIP WITH CULTURENL

6. Volunteers give their time freely and willingly, without expectation of financial or other reward. Neither the volunteer nor CultureNL regards the relationship as a contract of employment.

7. The relationship is based on volunteers adding value to CultureNL's work by performing a wide range of roles, and by contributing their time and skills.

RESPONSIBILITIES FOR POLICY IMPLEMENTATION

8. Each member of the Management Team has a responsibility for the promotion, development, planning and management of volunteering within his/her area of line management.
9. Line Managers and Supervisors are responsible for the effective day-to-day deployment, involvement and acknowledgement of voluntary activity at CultureNL sites on the basis of this policy.

CULTURENL'S EXPECTATIONS OF ITS VOLUNTEERS

10. CultureNL recognises that volunteers seek to make meaningful contributions which use their skills and experience and which provide opportunities for personal development and satisfaction. CultureNL expects volunteers to be committed to their volunteering activity and to comply with expected standards of practice, attend training when appropriate and behave with respect towards the service users, staff, members of the public and other volunteers.
11. Volunteers will be expected to comply with data protection principles as set out in our Data Protection Statement and relevant legislation. All work produced on behalf of CultureNL (including, but not limited to, text documents, databases, photographs etc.) remains the intellectual property of the organisation.

INVOLVEMENT, DEVELOPMENT AND MANAGEMENT OF VOLUNTEERS

12. CultureNL is committed to the involvement, management and development of volunteers.
13. Recruitment and Selection
 - CultureNL is committed to equal opportunities and believes that volunteering should be open to all regardless of sex, race, disability, marital status, sexual orientation or age.
 - CultureNL will recruit volunteers with the skills, knowledge, experience and values to match its needs and goals. Volunteers will be provided with a position description for the role they are applying for and will be required to sign a Volunteer Agreement. Where appropriate, references may be sought, and a Protecting Vulnerable Groups scheme check requested.

14. Development and Induction

- CultureNL is committed to the appropriate development of its volunteers. Volunteers will receive induction training when they join CultureNL, and further training appropriate to their role, during their time with CultureNL.
- Volunteer induction will cover the aims and objectives of CultureNL, the workings of their team, and the purpose and expectations of their role as a volunteer.
- Volunteers will be included and expected to participate, in Health and Safety training where required. Volunteers will also be expected to undertake training that focuses on improving service to customers where this is relevant to their role.
- To ensure that performance meets the standards required by CultureNL, volunteers will be encouraged to develop their skills through coaching and on-the-job training as appropriate.
- Volunteers need and are entitled to receive feedback on their performance. In addition to active guidance and feedback about specific tasks, staff and volunteers involved in the supervision of volunteers are encouraged to carry out appropriately structured reviews of general performance, including the identification of any development needs.

15. Recognition

CultureNL acknowledges that although volunteers do not seek reward they do appreciate and deserve recognition. Line Managers should ensure their efforts are recognised and appreciated.

16. General Management and Communication

- Volunteers should be treated fairly and consistently as part of the team.
- CultureNL staff, at all levels, should seek and follow appropriate routes to ensure volunteers are included and are able to participate in internal communication.
- Volunteers have the right to seek the advice and support from their Line Manager or Supervisor. In the event of a complaint about a volunteer or a grievance by a volunteer, the matter must be handled sensitively and timeously, with the volunteer's point of view sought, listened to and included in any action required to be taken by CultureNL.

- Staff involved with volunteers should be trained to enable them confidently and competently to involve, support and manage the effective contribution of volunteers.

17. Health and Safety

- CultureNL has a duty to all staff, volunteers, contractors, service users and members of the public to protect them from risks to their health and safety as far as is reasonable.
- CultureNL aims to provide a safe and healthy working environment for all, and employees and volunteers are expected to co-operate fully. CultureNL will provide the same standard of care for both staff and volunteers. Volunteers have a statutory duty to co-operate with CultureNL in the implementation of its Health and Safety Policy and to ensure that they carry out their volunteering work without risk to themselves or others and to report risks to their supervisors or Line Managers.