



# Volunteer Policy

January 2022

Last Reviewed: January 2022

## Purpose

The aim of Holywood Shared Town (HST) is to help to build mutually supporting working relationships between the many organisations, groups, businesses and institutions in the Holywood area to encourage and enable them to work together to create a more cohesive, shared space which reflects and celebrates the diversity that exists within the community.

Our vision is that it will thus help to build, within Holywood and the surrounding area, 'social capital' – the network of contacts which provide mutual support, advice, encouragement, information and other forms of assistance - which helps local groups to work better for the benefit of the community of those who live and work in the area.

In doing this our objective is the development of Holywood as a shared town which is:

- a) a safe and welcoming place for people to live, learn, work, socialise, raise children and do business;
- b) a place of high quality of life supported by a strong community and local economy;
- c) a place with a vibrant cultural scene and attractive physical appearance; and
- d) a place characterised by respect and toleration for difference and respect and pride in the locality's history and built and natural heritage and environment.

In line with this mission HST seeks to involve volunteers to:

- ensure our services meet the needs of our participants and activity members
- provide new skills and perspectives
- increase our contact with the local community we serve.

## Scope

- This policy applies to anyone working in any capacity on behalf of HST including the board of trustees, any paid staff, volunteers, sessional workers, agency staff and students.

## Policy

This Volunteering Policy is underpinned by the following principles:

- HST will ensure that volunteers are properly integrated into the organisational structure and that mechanisms are in place for them to contribute to HST's work
- HST does not aim to introduce volunteers to replace paid staff
- HST expects that members at all levels will work positively with volunteers and, where appropriate, will actively seek to involve them in their work
- HST 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.

### Volunteer Recruitment

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

### Volunteer agreements and voluntary work outlines

When appropriate each volunteer (in some circumstances, such as when a person volunteers on a once off basis a verbal agreement will suffice) will have a volunteer agreement establishing what HST undertakes to provide them. In addition, they will agree to a written outline of the specific work they will be undertaking. Neither of these documents is a contract; HST has no intention of creating a contract with any volunteers.

### Expenses

All volunteers may have their travel and other expenses reimbursed, subject to funding being available for that purpose. Volunteers working a minimum of five hours per day may be able to claim expenses for lunch.

### Induction and training

All medium to long term volunteers will receive an induction into HST and their own area of work. Training will be provided as appropriate. Where possible volunteers will be entitled to receive additional training on the same basis as paid staff.

### Support

All volunteers will have a named person as their main point of contact. They will be provided with regular supervision to feedback on progress, discuss future development and air any problems.

### The volunteer's voice

Volunteers are encouraged to express their views about matters concerning HST and its work.

### **Insurance**

All volunteers are covered by HST's insurance policy whilst they are on the premises or engaged in any work on HST's behalf.

### **Health and safety**

Volunteers are covered by HST's Health and Safety Policy.

### **Equal opportunities**

HST operates an equal opportunities policy in respect of both paid staff and volunteers. 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. A procedure has been drawn up for dealing with complaints either by or about volunteers

### **Confidentiality**

Volunteers will be bound by the same requirements for confidentiality as paid staff.

Signed: John Woods

Chair/Trustee Holywood Shared Town

Date: 4 January 2022

Review date: January 2025