



## Volunteer Policy

### **POLICY STATEMENT**

This policy is for PSPA volunteers. Volunteers make a unique contribution to the fulfilment of our work. The complementary contributions, which volunteers and paid staff make working together, enables us to deliver a high quality service to people affected by Progressive Supranuclear Palsy (PSP) and Corticobasal Degeneration (CBD).

PSPA is committed to meeting national best practice in volunteer management standards. The purpose of this policy is to provide a best practice framework for the involvement of volunteers in the work of the organisation. It outlines the volunteer management standards we are committed to achieving and maintaining, and ensures that volunteers understand the standards that they can expect while at PSPA.

We recognise that for some volunteering is a long-term commitment, whilst for others their volunteering activity may be short-term or a one-off experience. We value volunteering at PSPA whatever form it takes.

During their induction, volunteers will have access to a copy of this policy and any others that are referenced in it.

Because this policy applies to the whole of the organisation including our trustees/management committee everyone will be aware of its existence and purpose.

This policy is for volunteers over 18 years.

### **WHAT IS A VOLUNTEER?**

We define volunteering as a formal relationship between PSPA and an individual who gives their time and skills unpaid to undertake a clearly defined volunteer role to deliver the work of the organisation.

A volunteer is someone who:

- Gives their time and skills to deliver the work of the organisation at the request of and on behalf of PSPA
- Is unpaid

- Is entitled to claim reasonable 'out of pocket' expenses
- Freely chooses to give their time.

## **OUR VOLUNTEERING VALUES ARE BASED ON OUR CORE VALUES AROUND VOLUNTEERING**

### **Choice**

People must be free to choose to volunteer; no one will be forced to volunteer. Volunteers are also free to choose not to volunteer.

### **Diversity**

Volunteering with PSPA is open to all, regardless of background, race, age, disability, sexual orientation, faith or other factors.

### **Mutual Respect**

In return for giving their time, energy and skills, volunteers expect to gain something – this could include a sense of worthwhile achievement; useful skills; experience and contacts; sociability and fun; inclusion in the life of the organisation.

### **Recognition**

We want to recognise our volunteers' contribution to our organisation, to the community, to the social economy and to wider social objectives.

## **RECRUITMENT PROCESS**

- Volunteers will be asked to complete an application form relevant to their role
- Depending on the role, a volunteer interview may be carried out to ensure the potential volunteer understands the role and to ensure they are suitable for the role
- Dependant on the role references may be required
- If a volunteer role involves supporting adults considered at risk, they must undergo a criminal records check (known as a Disclosure and Barring Service check in England and Wales, an enhanced PVG in Scotland and an Access NI in Northern Ireland) in line with our volunteer criminal records check policy. PSPA retains the right to refuse the offer of a voluntary role to any volunteer, for example if any background checks are not satisfactory or if there is a breach of the PSPA's core values.

### **Age of Volunteers**

We have no upper age limit for volunteers. However, there may be situations that require us to ask someone to stop specific volunteering activities, for example, where health issues are considered a risk to the volunteer or others around them.

To ensure we do not put younger volunteers at any unnecessary risk some roles will have minimum age restrictions for example, if the role involves providing direct support to people affected by PSP or CBD (minimum age is 18). Volunteers aged 16 or 17 will require parental/carer consent. Under 16s may only volunteer with supervision from a parent/carer or other responsible adult.

## **Induction, Learning and Development**

We provide volunteers with a comprehensive welcome to the organisation. The aim of the induction is to make sure volunteers are welcomed, comfortable and supported, and to provide them with an opportunity to ask questions related to their volunteering role.

We want to ensure that all our volunteers are equipped with the knowledge and skills to perform their role effectively. To help them grow with us, we will offer them opportunities to attend workshops and conferences relevant to their roles.

## **Support**

We believe all volunteers should be supported throughout their time with the organisation and are committed to ensuring appropriate support structures are in place and best practice standards of support are achieved across the charity.

We recognise volunteers give their time in different ways and have different support needs. Therefore, we provide a flexible model of volunteer support, tailored, to the individual volunteer and their role. All volunteers will have access to a staff contact to provide support and guidance. Staff contacts offer volunteers the opportunity to discuss their role, successes, progress and development needs, as well as any issues or concerns they may have.

## **Volunteer Expenses**

We will reimburse all reasonable out-of-pocket expenses incurred carrying out volunteering activities that are in line with the PSPA's volunteer expenses policy.

Receipts and tickets will be required for all claimed expenses.

## **Problem Solving**

We are committed to ensuring that all volunteers have a positive and rewarding experience. Part of making sure that this happens is by recognising that problems can occur and ensuring that when they do, there is a fair and consistent process for resolving them. We have developed a volunteering problem solving policy and procedure, which provides a framework for resolving problems involving volunteers in an open, fair and timely manner. It is important that all volunteers feel confident about raising concerns and have a thorough understanding of the process should an issue involving them be raised.

## **Complaints**

We recognise that there may be occasions where volunteers have concerns/complaints. We will ensure that all complaints are handled consistently and in these situations, the Volunteer Complaint Procedure should be followed.

All complaints are treated confidentially and will be dealt with openly, fairly and in a timely manner. This is to minimise any disruption to volunteers, staff and service users, and to protect the reputation of PSPA.

We will always try to resolve complaints informally before moving to a formal resolution process.

## **HEALTH & SAFETY**

We are committed to ensuring that volunteers have a safe environment in which to volunteer and are not exposed to unnecessary risks.

All volunteers have a responsibility to ensure they act safely and do not expose themselves or others to any unnecessary risks.

All volunteer roles will be risk assessed and any risks identified as part of this process will be shared with the volunteer as part of their induction.

## **INSURANCE**

PSPA volunteers are covered under the organisations insurance arrangements. This includes public liability, personal injury and loss of damage to personal property, while involved in the activities of the organisation. This is subject to policy limits, terms, and exceptions including car insurance.

PSPA volunteers using their own private vehicles for volunteering purposes are personally liable for any accident or incident and must ensure that their own private motor insurance is comprehensive and permits travel for the purpose of volunteering appropriately.

Volunteers should let their staff contact know immediately about any incident which may lead to a claim.

## **CONFIDENTIALITY & DATA PROTECTION**

We take great care to safeguard volunteers' information as part of our data protection responsibilities. We expect volunteers to protect any personal or confidential information that they may come into contact with in accordance with PSPA's policies and procedures.

Some volunteers may have access to information of a confidential nature as part of their roles. Confidential information is held on trust and should not be discussed outside of the organisation or in general conversation and must not be used by PSPA volunteers for their own purposes.

During their induction, volunteers will be made aware of their rights and responsibilities under Data Protection and General Data Protection Regulation (GDPR).

## **VOLUNTEERING AND BENEFITS**

People can volunteer while they are receiving state benefits. However, there are some rules that they need to be aware of to make sure that their volunteering doesn't affect the benefits they receive. We advise people to discuss their choice of voluntary work with their benefits provider.

## **SAFEGUARDING**

Due to the nature of our work, some of the people our volunteers will come into contact with could be considered at risk. PSPA takes safeguarding of people at risk very seriously and have a safeguarding policy in place.

We will support volunteers with regards to safeguarding and are committed to providing them with advice and appropriate training about best practice in this area. Volunteers should ensure they are familiar with the safeguarding policy and know who to contact if they have a concern about safeguarding.

## **GIFTS AND HOSPITALITY**

Occasionally, volunteers may be offered gifts, hospitality or some other benefit by those outside the charity when volunteering for PSPA. There may also be times where volunteers believe it is appropriate to offer a gift or hospitality to someone outside the charity.

Volunteers should be made aware of PSPA's gift and hospitality policy.

## **EQUAL OPPORTUNITES AND DIVERSITY**

We are committed to promoting equality and valuing diversity throughout all our work. We welcome a wide range of volunteers from diverse backgrounds and are working to ensure equal opportunities for all in line with our equal opportunities and diversity policy.

## **MOVING ON FROM YOUR VOLUNTEERING ROLE**

Many of our volunteers greatly enjoy their volunteering experience with PSPA and some continue in their role for a number of years. However, we recognise volunteers may wish to leave their roles for a wide variety of reasons. Equally, there may also be times when PSPA will need to end a volunteer role because of change of circumstances, funding or organisation restructure.

We ask that volunteers, where possible, let their staff contact know when they would like to leave so that we can put any measures in place. We greatly value the opportunity to learn from people who have volunteered with us so that we can continue to improve the volunteer experience.

Before volunteers leave, they will be invited to complete a questionnaire and will be given the opportunity to discuss any feedback they may have in confidence.

We also recognise that volunteers may need to take a break from volunteering at times due to certain circumstances and we will support them to do so. Volunteers should let their staff contact know if they would like to take a break.

If we need to end, a volunteer role then the volunteer will be given as much notice as possible. They will have the opportunity to discuss how they feel about the situation with their staff contact and will be informed of any alternative volunteer roles available that they may wish to apply for.

## **COMMUNICATIONS**

Effective communication with volunteers is vital to the success of volunteer involvement. All communications with volunteers should encourage a culture of open dialogue and the sharing of information and Ideas between volunteers, staff and people affected by PSP and CBD.

Volunteers will be kept up-to-date with any information relevant to their role by their staff contact. Important organisational developments and issues are communicated through a range of communication tools including publications, events, email updates and our website.

We are committed to ensuring that all our volunteers have the opportunity to feed in any ideas and suggestions in relation to their role or the work of the organisation, and to ensuring that volunteers receive feedback on ideas and suggestions submitted.

## Further information

PSPA policies and procedures, relevant to volunteers can be accessed in full from [volunteering@pspassociation.org.uk](mailto:volunteering@pspassociation.org.uk)

### List of policies

Volunteer Criminal Check policy

Support and Supervision policy

Expenses policy

Confidentially policy

GDPR policy

Gifts and Hospitality policy

Safeguarding policy

Complaints policies

Social Media policy