

## Volunteer Policy

### 1. Purpose of this policy

The Volunteer Policy identifies and sets out the principles by which CANDI works with volunteers, the benefits it gains from its volunteers and benefits that volunteers can expect. This policy sets out the minimum standards for recruitment, appointment and induction of volunteers to ensure that both the volunteer and CANDI's expectations are met. It provides for fair and equal treatment of its volunteers.

### 2. Who the policy applies to

The policy is for staff that work with, and provide support to, volunteers within CANDI as well as the volunteers themselves. It is useful for organisations and individuals with whom CANDI works with in partnership. A copy will be given to all CANDI volunteers.

### 3. Who are CANDI's volunteers?

A CANDI volunteer is someone who freely chooses to give their time to undertake tasks and activities to help CANDI achieve its aims, without financial gain.

CANDI recognises six main types of volunteer:

- **Youth Space & Dance volunteers** are involved in face-to-face work with young people in Cinderford, Drybrook, or at one of our CANDI Dance venues.
- **Community volunteers** are involved in activities which are provided for the benefit of the general community
- **Advisory volunteers** – who help in an administrative capacity. This may include book-keeping, building maintenance, cleaning, marketing & promotion, research, and evaluation.
- **Young Leaders** – aged 18 to 24 who may work face-to-face with young people and/or help behind the scenes whilst developing transferable skills.
- **Fundraisers** – volunteers who put on events to raise funds for CANDI or contribute to funding applications for specific projects and ongoing running costs.
- **Trustees** – who are responsible for the strategic direction of CANDI and ensuring that CANDI is true to its charitable objectives and financially sound.

### 4. Expectations

CANDI seeks and values these attributes that volunteers bring: -

- a genuine interest in helping young people and the community
- a non-judgemental attitude
- a willingness to listen
- understanding, commitment, and reliability

CANDI expects volunteers to commit to CANDI's aims of

- Empowering the local community and the individuals within it to overcome problems and achieve their aspirations
- Helping young people to be healthy, confident, responsible, resilient and successful
- Providing support, activities, opportunities and safe spaces
- helping young people to be healthy, confident, responsible, resilient, and successful and of supporting community interests generally.

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### 5. Equality and Diversity

CANDI is committed to building a diverse organisation that is responsive to the needs of the community. It is committed to equal opportunities at all stages of recruitment and selection. Short-listing, interviewing and selection of volunteers will always be carried out without regard to protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex; and sexual orientation.

### 6. The value that volunteers bring to CANDI

CANDI recognises that volunteers are an enormous resource in helping to meet its aims. They bring a wealth of expertise, knowledge, experience, and skills.

Volunteers: -

- allow CANDI to build capacity,
- support our sustainability,
- enrich the quality of our programmes,
- enable our young people to interact with a greater diversity of people in their communities,
- provide contacts and networking opportunities that help promote and raise CANDI's profile,
- offer specialist knowledge in a variety of areas,
- provide an interface between CANDI, the local community, funders, referrers and partners.

### 7. The benefits of volunteering with CANDI

CANDI's volunteers benefit from: -

- Involvement in building and active community
- The ability to positively impact on the lives of young people
- An opportunity to be part of a well-established, well-respected local charity
- Personal development opportunities, training, and experiences
- Networking opportunities and interaction with other volunteers, supporters

### 8. How CANDI works with volunteers

CANDI aims to ensure fair and equal treatment of all volunteers. Our policies provide advice, support, and guidance. These are also relevant for staff managing volunteers as well as volunteers themselves.

#### 8.1 Recruitment

CANDI uses an application form to collect information on all prospective volunteers. All volunteers will be interviewed to explore their suitability for the role. The interview will explore motivations, aspirations, skills and experiences.

#### 8.2 Appointment

By starting a volunteering role with CANDI, each volunteer is committing to the values, aims and policies of CANDI, and to delivering the key tasks outlined in the relevant role description.

Once appointed, all volunteers will have a named contact at CANDI. The named contact is responsible for guiding and supporting the volunteer in their role and should be available to discuss any aspect of the volunteer's role.

Every volunteer will be given a handbook containing policies, training opportunities and record, premises procedures, contact details and health issues. An enhanced DBS check is required for all volunteers. Having a criminal record will not necessarily bar someone from volunteering with us.

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### 8.3 Training

Volunteers will have a set of skills, knowledge and attitudes gained from their education, work, previous volunteering, and life experiences. To ensure that volunteers are appropriately equipped for their volunteering role, CANDI will provide induction and on-going training and support.

### 8.4 Management and support of volunteers

Each volunteer will be provided with relevant management and support. Volunteers will be offered an annual review, providing an opportunity to discuss their role, share feedback and identify individual development and support needs. CANDI will also provide appropriate recognition and occasions to celebrate its volunteers and their work.

CANDI has a procedure to help resolve problems that may arise and will be carried out by an appropriate person to ensure fair and equitable treatment of volunteers.

### 8.5 Safeguarding

CANDI's Safeguarding and Child Protection Policy provides a structure to keep everyone safe. It outlines procedures on responding to safeguarding concerns regarding the safeguarding and protection of children and young people. All volunteers should read this policy.

### 8.6 Health and Safety

CANDI will ensure that all volunteers are provided with the appropriate information, supervision and training required to enable them to volunteer safely. This includes providing suitable systems and procedures and guidance as outlined in The Health and Safety Policy.

Volunteers must take reasonable care of themselves and others while volunteering for CANDI and follow any health and safety advice and instruction given for their role. Accidents and incidents must be reported in good time. Volunteers should co-operate with CANDI on health and safety matters, and immediately report accidents/incidents. Volunteers should not intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety, and welfare.

### 8.7 Duty of Care

CANDI has a duty of care to volunteers to ensure they are supported in their role. If a volunteer finds themselves in a situation which is a threat to personal safety, their first point of contact should be one of the named CANDI personnel in their handbook.

### 8.8 Expenses

CANDI will reimburse volunteers' reasonable out-of-pocket expenses. Any expenditure must have prior approval from CANDI's treasurer or member of staff acting on the treasurer's behalf.

### 8.9 Insurance

CANDI provides Employers Liability, Public Liability and Professional Indemnity cover for all volunteers whilst engaging in CANDI activities.

### 8.10 Confidentiality and Data Protection

All volunteers are required to comply with CANDI's Confidentiality and Data Protection Policy regarding their contact with young people and the community, and to keep confidential any information about CANDI that is not in the public domain.

CANDI, in complying with The General Data Protection Regulation 2018, will treat in confidence the information it holds about volunteers. The information will be held while there is a legitimate business purpose for doing so. Volunteers have the right to request to see all the information held about them by CANDI.

Volunteer information, such as application forms, references and any reports regarding conduct concerns, will be stored in a safe and secure (encrypted) location.

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**9. Leaving CANDI**

Volunteers are free to cease volunteering with CANDI at any time, although, wherever possible, an agreed period leading up to this point would be appreciated. It is possible that there may be times when CANDI will ask a volunteer to leave. Wherever possible we will offer the volunteer the opportunity to feedback before leaving their role, and ensure they are appropriately thanked for their support.

**10. Volunteer Feedback**

We provide a range of opportunities for volunteers to offer feedback on our processes, support, and work. Should a volunteer wish to make a complaint, they are invited to put their complaint in writing, and this will be given to the relevant member of CANDI and responded to within 14 days.

Document control

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Next review	