



Preston City Mela Community Interest Company 1162005

Volunteer Policy

**Endorsed 4 March 2019
Review Date February 2021**

Introduction

Preston City Mela Community Interest Company (**PCM CIC**) has adapted the Volunteering policy and procedure for the recruitment of volunteers. Volunteers will be specifically recruited, trained and supported to provide a valuable resource for **PCM CIC**.

PCM CIC accepts and encourages the involvement of volunteers within all appropriate activities. All volunteers will be given support and guidance to enable them to undertake their duties successfully and be a valued member of the team.

The Purpose of this Policy

The purpose of this policy is to provide overall guidance and direction to Board and volunteers. This policy is intended for internal management purposes only and does not constitute a binding contractual or personnel agreement.

Scope of the Policy

This policy applies to all volunteers undertaking visits, activities and office-based work on behalf of **PCM CIC**, and to any other programme sites of Mela work that the volunteer may use.

Definition of a Volunteer

A volunteer is anyone who, without compensation or expectation of compensation, performs a task at the discretion of, and on behalf of the organisation. A volunteer must be officially recruited by **PCM CIC** prior to the performance of the task. Volunteers should not be considered as employees of the organisation.

PCM CIC accepts the services of all volunteers with the understanding that such service is at the sole discretion of **PCM CIC**. A volunteer may at any time, for whatever reason, decide to end their relationship with the **PCM CIC**. The Board should be notified of the volunteer's decision as soon as possible. **PCM CIC** reserve the right to end their relationship with the volunteer, for whatever reason, and will notify the volunteer of their decision.

Volunteer Rights and Responsibilities

Volunteers are viewed as a valuable resource to **PCM CIC**, its functions and its visitors. Volunteers should be given meaningful tasks and assignments which have been discussed and mutually agreed beforehand. They will also be given the right to effective supervision and recognition of their work.

In return, volunteers shall agree to perform their duties to the best of their ability and to remain loyal to the values, goals and procedures of **PCM CIC**. They shall also agree to commit a specified amount of time based on the programme requirements or task.

Volunteers are required to treat all visitors, staff and other volunteers with respect and to work in a non-judgemental manner regardless of race, religion, gender, sexuality and disability.

Volunteers must take reasonable care of their own health and safety and that of others who may be affected by the actions of a volunteer.

Scope of Volunteer Involvement

Volunteers may be involved in all aspects of the **PCM CIC** work.

PCM CIC will ensure that volunteers are properly integrated into the organisation.

PCM CIC will not introduce volunteers to replace paid staff.

PCM CIC expects that staff at all levels will work positively and supportively with volunteers.

Volunteer Management Procedures

Maintenance of records

The **PCM CIC Board** will maintain a personnel file on each volunteer to include the application form, the induction sheet, references, interview notes and supervision records. Volunteer personal files will be accorded the same confidentiality as staff personal records and open to examination by the volunteer.

Volunteers are authorised to act as representatives of **PCM CIC** as specifically indicated by their supervising member of staff and only to the extent of such specifications.

Confidentiality

Volunteers are responsible for maintaining the confidentiality of any information given to them whilst in service as a volunteer.

Dress Code

Volunteers shall dress appropriately for the conditions and performance of their agreed duties.

Insurance

All volunteers are covered by **PCM CIC** Insurance Policy (up to 10 volunteers maximum] whilst they engaged in any work on behalf of **PCM CIC**.

Health and Safety

Volunteers are covered by **PCM CIC** health and safety policy, a copy of which is available for reference from the Board.

Equal Opportunities

PCM CIC operates an equal opportunities provision in respect of both contractual workers and voluntary staff.

Volunteer Recruitment and Selection

Anyone wishing to become a volunteer for **PCM CIC** must be over the age of 16.

Anyone enquiring about voluntary work at **PCM CIC**, was be asked to the Mela production Manager or a Board Member.

Anyone wishing to become a volunteer at **PCM CIC** must complete and submit a application form and provide two referees, setting out their skill set.

Completed application forms will be read and successful candidates will be invited for discussion on a mutually convenient date.

Written notes will be taken at the interview and kept in the volunteer's file if successful, or with application forms if unsuccessful.

References

PCM CIC will contact both referees. Volunteer appointment will be subject to the receipt of two satisfactory references.

Agreement

Every successful volunteer will complete a volunteer agreement establishing the roles and responsibilities of **PCM CIC** and the volunteer, including a written outline of the work they will be undertaking.

Expenses

We are not able to provide expenses, including travel costs, for volunteers.

Training

Volunteers will be made aware of any external training courses that may be relevant to them. However, funding for these is not available from **PCM CIC**.

Volunteer Supervision and Evaluation

All volunteers will be assigned a member of the Project Team or Board as their main contact and supervisor. They will be provided with regular supervision and progress reports and given the opportunity to feedback to their supervisor any thoughts or concerns they may have. As **PCM CIC** is a small organisation, the main contact may not always be available to supervise the volunteer. When this is the case, supervision will be delegated to another **PCM CIC Colleague**.

Volunteers are encouraged to give their views about matters concerning the organisation.

Absenteeism

Volunteers are expected to perform their duties on a regular scheduled and punctual basis. If a volunteer is unable to attend their scheduled duty, they must notify their supervisor as soon as possible.

Dismissal of a Volunteer

Under exceptional circumstances, it may be necessary for **PCM CIC** to end its relationship with a volunteer who does not adhere to the rules and procedures of **PCM CIC** or who fails to perform their duties satisfactorily. No volunteer will be dismissed until they have had the opportunity to discuss the reasons for possible dismissal with their supervisor.

PCM CIC also reserves the right to temporarily suspend or terminate its relationship with a volunteer if their supervisory staff member's workload prevents them from being able to continue to support a volunteer.

Exit Interview / Questionnaire

Exit interviews will be carried out with volunteers who are leaving **PCM CIC**.

References

Where appropriate and depending on length of service, **PCM CIC** will aim to provide references for volunteers whilst they continue to work at the centre. When the volunteer no longer works at **PCM CIC**, we will only provide a reference within 6 months of their exit interview.