

STRATHNAIRN COMMUNITY AND ACCESS TRANSPORT ASSOCIATION

Volunteer Policy February 2024

Introduction

S.C.A.T.A. is committed to helping vulnerable people, who are resident in the community of Strathnairn; we operate at local level with our work being delivered by a local network of volunteers.

This Volunteer Policy sets the minimum standards for the way we work with volunteers, drawing on a number of other identified policies throughout. This policy sets out requirements for recruitment, induction and appointment of volunteers and the fulfilment of mutual hopes and expectations.

Arrangements between S.C.A.T.A. and the Volunteer are binding in honour only and there is no intention to create legal relationships between S.C.A.T.A. and the volunteer.

The policy will be reviewed on a periodic basis to ensure it remains current and up to date.

The purpose of the Volunteer Policy

The Volunteer Policy identifies and sets out the principles by which S.C.A.T.A. works with volunteers, the values and benefits it gains from its volunteers and the values and benefits that volunteers gain from working with S.C.A.T.A. It provides for fair and equal treatment of its volunteers and a framework for implementation.

Who the Policy is for?

The policy is for staff that work with, and provide support to, volunteers within S.C.A.T.A. and for volunteers themselves who provide this role as a part of their activities. It is useful for organisations and individuals with whom S.C.A.T.A. has partnership relationships. The policy will be available to all S.C.A.T.A. volunteers.

Who are S.C.A.T.A.'s volunteers?

A S.C.A.T.A. volunteer is someone who freely chooses to give their time to undertake tasks and activities to help S.C.A.T.A. achieve its aims, without payment or the expectation of payment. The arrangement is voluntary either side. Either party can bring this to an end.

S.C.A.T.A.'s Management Committee are people who are legally responsible for the overall management and decision making. Other than in exceptional circumstances, committee members are volunteers.

S.C.A.T.A. seeks and values the following attributes that volunteers bring - a genuine interest in helping people, a non-judgemental attitude, willingness to listen, understanding, commitment and reliability.

We are not able to accept applications for specific volunteering roles (i.e. roles involving face-to-face work with vulnerable people) from people with certain criminal convictions, or from those who are not willing to commit to our aims and objectives or from those that S.C.A.T.A. considers to be unsuitable for the role.

The value and benefits that volunteers bring to S.C.A.T.A.

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

- deliver much of the face-to-face work with vulnerable people
- enrich the quality of programme delivery
- provide a unique and different relationship with vulnerable people that cannot be provided by paid staff
- provide contacts and networking opportunities that help promote and raise the profile of S.C.A.T.A.
- offer specialist knowledge in a variety of areas

The benefits to a volunteer of working with S.C.A.T.A.

Working as a volunteer with S.C.A.T.A. provides:

- the ability to make a difference to the lives of individual people, and thereby making a contribution to society as a whole
- an opportunity to be part of a well-respected community organisation
- personal development opportunities and experiences that may enhance future career development
- networking opportunities and social interaction

S.C.A.T.A.'s principles of working with volunteers

S.C.A.T.A. has a number of set and defined principles and processes with regard to a range of areas and aspects that underpin volunteer involvement in its activities. These are outlined below. The principles will ensure fair and equal treatment of all volunteers. However, it is appropriate to make a distinction between volunteers involved in face-to-face work with vulnerable people and those who are involved at a strategic level.

Recruitment and appointment of new volunteers

A Disclosure Scotland/PVG check will be carried out for prospective volunteers in certain roles. All volunteers will be required to work to a Code of Conduct appropriate to their roles.

B. Volunteer induction, training and development

S.C.A.T.A. aims to ensure that volunteers are able to contribute as effectively as possible to its work, are safe in their dealings with vulnerable people and have the necessary skills to perform their role. Therefore each volunteer will have an appropriate induction and ongoing support. Each volunteer will have:

- an identified person to whom they are responsible
- an appropriate Code of Conduct
- an identified minimum information/training requirement before starting their role so they can be safe and effective

C. Management and support of volunteers

Each volunteer will be provided with relevant management and support. This will include regular, appropriate and mutually agreed contact. As a minimum there will be:

- an opportunity for the volunteer to discuss her/his role to confirm that the role continues to be an appropriate one
- to ensure that s/he continues to fulfil the requirements of the role; to maximise her/his contribution to S.C.A.T.A.

S.C.A.T.A. will also provide appropriate processes and occasions to celebrate volunteers and their work, on an individual and group basis, according to specific role(s) and length of service.

S.C.A.T.A. has a procedure to help resolve any type of problems that arise, and will be carried out by an appropriate person to ensure fair and equitable treatment of volunteers.

D. Leaving S.C.A.T.A.

Volunteers are free to cease volunteering with S.C.A.T.A. at any time. It is possible that there may also be times when S.C.A.T.A. will ask a volunteer to cease volunteering for various reasons. There will be a managed process for volunteers leaving S.C.A.T.A. regardless of the reasons why. This will include appropriate thanks for the role(s) carried out and length of service.

E. Safeguarding vulnerable people and S.C.A.T.A.

S.C.A.T.A. has a responsibility for safeguarding the vulnerable people with whom it works and to provide ways of working that protect staff, volunteers and S.C.A.T.A.'s good name. Volunteers will need to confirm their agreement of S.C.A.T.A.'s policies regarding safeguarding vulnerable people and understanding their legal requirements.

F. Health and Safety

S.C.A.T.A. has a responsibility to ensure a safe environment for all volunteers whilst carrying out its work. S.C.A.T.A.'s Health and Safety Policy Statement will be provided to all volunteers and appropriate information and training to address essential aspects will be given before a volunteer commences their volunteering activity.

G. Diversity and Equal Opportunity

S.C.A.T.A. is committed to the principles of diversity and equal opportunities, and therefore, volunteers must be likewise, as outlined in the policy covering this, which will be provided to all volunteers.

H. Consultation, expenses and insurance issues

Volunteers will be involved in S.C.A.T.A. consultation processes as appropriate.

All volunteers are entitled to out-of-pocket expenses; it is their choice whether they claim them or not. All expenses must be agreed with the co-ordinator before they are incurred.

All volunteers engaged on S.C.A.T.A. activities are indemnified under S.C.A.T.A.'s employers/public liability insurance, provided they are not entitled to indemnity ii

Mileage expenses are routinely incurred and ordinarily do not require agreement from any other source. Volunteers must notify their motor insurers if they are going to use their vehicle on behalf of S.C.A.T.A. to ensure that adequate insurance cover is in place.

I. Confidentiality, copyright and data protection issues

Volunteers are required to keep confidential any S.C.A.T.A. information they become aware of through their volunteering that is not in the public domain.

S.C.A.T.A., in complying with the Data Protection Act 1998, 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 S.C.A.T.A.