



Volunteer Policy

This policy applies to all staff, volunteers, management committee, service users and the general public.

Outsiders Community Consultants CIC
Company Number: 7904099



Outsiders Community Consultants CIC.

Company number 07904099.

15 Milton Road

Great Yarmouth

Norfolk

NR30 4HB

www.the-outsiders.org

enquiries@the-outsiders.org

contents

Who is this Policy for?	4
Our Commitment to You	4
Our Volunteering Principles	5
Our Responsibilities	5
Our Expectations of You	6
Your Expectations of Us	6
Recruitment of Volunteers	7
Age	7
Equality and Diversity	7
Safeguarding	8
Data Protection	9
Confidentiality	9
Resolving Concerns & Complaints	10
Expenses	10
Health and Safety	11
Media Relations	12
Copyright, Intellectual Property & Photography	12

who is this policy for?

This policy is for people volunteering at events organised and delivered by The Outsiders. This policy is also for volunteers who have accepted an agreed role within the company The Outsiders.

The relationship between The Outsiders and our volunteers does not involve any obligations associated with employment. The Outsiders makes no payment to volunteers, other than the reimbursement of agreed expenses.

our commitment to you

Volunteers are vital to the work of The Outsiders - without you we would not exist. Volunteers help us to deliver our aims and objectives, and ensure that we meet the needs of our beneficiaries.

Every step that we take towards promoting equality and diversity, challenging prejudice, stigma and discrimination, and facilitating dialogue and cooperation, we take with you. And because volunteers are so important to us, we are committed to ensuring you get the most from your experience, and receive the recognition that you deserve for the difference you are making.

our volunteering principles

- We will provide training for volunteers to undertake their role effectively.
- We recognise that all volunteers offer unique skills and experience and we will work with them to use those skills and abilities to best effect within the projects that we deliver.
- We will ensure that volunteers are given every opportunity to contribute to our work.
- We will not introduce volunteers to replace paid staff.
- We expect that staff at all levels will work positively with volunteers and, where appropriate, will actively seek to involve them in their work.

our responsibilities

- To promote and celebrate difference and diversity in communities.
- To challenge prejudice, stigma and discrimination.
- To organise events that promote wellbeing, facilitate social contact and develop communities.
- To inspire partners and supporters to use our projects for community benefit.
- To offer ideas, innovations and inspiration to organisations who commission us to deliver bespoke projects on their behalf.
- To produce guidance material to support community organisations to deliver events and activities that support our aims.

our expectations of you

- To support the aims and principles of The Outsiders
- To support, respect and adhere to our policies, guidelines and management decisions – including all aspects of methodology, equal opportunities, health and safety, data protection and use of our brand.
- To always consider and protect The Outsiders' good reputation in your actions and conduct.
- To let staff know first if you have any problems so that we can find a solution together.

your expectations of us

- To offer equal opportunities to everyone who wants to volunteer
- To match your skills and experience with the aims and principles of The Outsiders and find the appropriate volunteer role for you.
- To provide training and support to help you enjoy and benefit from your role.
- To reimburse out of pocket expenses.
- To make necessary arrangements to ensure your health and safety and welfare as a volunteer.

recruitment of volunteers

The recruitment volunteers by The Outsiders is an ongoing process. We value the breadth and range of experiences and skills that volunteers give us. Volunteers will be given training and guidance in order to ensure that they are able to perform for the role they are applying for.

We will base our selection on the ability of the applicant to perform the role concerned, taking into account any effect participation in Outsiders' events may have on the health and wellbeing of all parties especially the volunteer themselves, and the principles and reputation of the Outsiders.

age

In most cases you will need to be over 16 years of age to volunteer independently and under-18s will be asked for parental/guardian consent. People younger than 16 may get involved in some aspects of volunteering with us if they are accompanied by a responsible adult. We do not have an upper age limit for volunteers, but there may be situations that require us to ask someone to stop volunteering if The Outsiders considers the act of volunteering a risk to the person concerned or others around them.

equality and diversity

You will be volunteering for a company and movement that celebrates equality and diversity. We are committed to equal opportunities and this is reflected in The Outsiders' policies and practices. For more information please refer to our Equality and Diversity Policy.

safeguarding

Safety of children and vulnerable adults is something The Outsiders treats with the utmost seriousness. Our practices and policies are designed to minimise risk to children and vulnerable adults at all events organised by The Outsiders.

A child is legally defined as ‘any person who is under the age of 18 years’. The Outsiders are required to safeguard and promote the welfare of children, and as The Outsiders may on occasion deliver services specifically for children we are committed to ensuring our Safeguarding policy is fully inclusive and does not exclude any potentially vulnerable individuals who we may come into contact with.

The broad definition of a vulnerable adult is ‘a person who is 18 years of age or over, and who is or may be in need of community care services by reason of mental or other disability, age or illness and who is or may be unable to take care of themselves, or unable to protect themselves against significant harm or serious exploitation’.

While it is important to recognise that certain groups of people are legally defined as vulnerable, we have adopted a fully inclusive and integrated policy that applies to all employees, volunteers and service users and which creates a safer environment for all and ensures that no one is left out.

data protection

The Outsiders will collect and store personal data for the sole purpose of delivering our events and activities. Personal data supplied by you will be used for the purpose of administering these events only. On some occasions it may be necessary to share your personal information supplied with a partner or supporting agency. The Outsiders will never share your information with a third party in this way without your prior permission.

The Outsiders promises that it will take all reasonable steps to ensure that its staff are aware of and trained in their responsibilities for data protection, that its systems are built securely and minimize the risk of breaching confidentiality, and that it respects the consent to use and share the information that you provide.

confidentiality

The Outsiders deals with many issues of a confidential or sensitive nature. We are required to treat information acquired about volunteers as confidential. Our Confidentiality Policy has been written to ensure that any person involved with The Outsiders, in whatever capacity, is protected from having information about them passed to others without their knowledge or consent.

All volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed whilst volunteering on behalf of The Outsiders, whether this information involves a specific individual (staff, volunteer, client, or other person) or wider organisational business.

resolving concerns & complaints procedures

If you have any concerns about your volunteering, please talk to a member of The Outsiders immediately. The Outsiders takes the concerns of its volunteers very seriously and will make every effort to resolve any difficulties.

The Outsiders will seek to resolve and problems you may have fairly, simply and quickly. We will look upon all grievance claims seriously and take all reasonable steps to ensure that there is no unnecessary delay in procedures.

For more information please refer to our Grievance and Complaints Policy.

expenses

Volunteers may request reimbursement of reasonable out-of-pocket expenses, such as travel, and if devoting a whole day to The Outsiders, a sandwich lunch or equivalent.

Payment of expenses must be authorised by a member of The Outsiders staff in advance, and receipts will be required.

Insurance

Everyone who volunteers for The Outsiders will be covered by our public liability insurance at events, or in any office or building rented or owned by The Outsiders or an organization working in partnership with us.

health and safety

The Outsiders is committed to ensuring your wellbeing and safety whilst volunteering and, in turn, we expect our volunteers to contribute to maintaining a safe work environment.

All The Outsiders volunteers must:

- Take reasonable care for the health and safety of yourself and other persons who may be affected by your actions
- Co-operate with staff by assisting them to fulfill their statutory duties
- Follow our health and safety policy and measures put in place by The Outsiders or any organization whose premises you may be working on
- Report accidents/incidents or dangerous circumstances to a paid member of staff, whether or not any person has been injured
- Be aware of actions to take when an emergency arises and who, from The Outsiders, to contact for support.

media relations

There may be times when you are asked by to give comments or stories to the media about your involvement with The Outsiders.

As a volunteer with The Outsiders you are expected to act as a positive advocate for us when speaking to the media. You must abide by our policies, principles and values and communicate these with consistency and clarity. If we ask you to talk to the media on our behalf we will provide you with training or guidance beforehand. If you are independently contacted by the media you must inform The Outsiders before giving comment. Any comments made by volunteers that could bring The Outsiders into disrepute, or are seen to damage our brand and/or reputation, are the sole responsibility of the volunteer and will not represent the views of The Outsiders. Comments of this nature may result in disciplinary proceedings. For more information see our Volunteer Code of Conduct.

copyright, intellectual property and photography

The rights to any original works that you may produce in the course of volunteering with The Outsiders will belong to the company, unless otherwise agreed. This includes photography, artwork, graphic design and written work, including the results of research.

We may use photographs of volunteers carrying out their roles for promotional purposes, such as in guidance material, online or in other documentation relating to or owned by The Outsiders. You may, of course, request that an image is withdrawn.

A handwritten signature in black ink, appearing to read "Nicola Kith".

Policy adopted by Outsiders Community Consultants on: 28/06/2014

Next review date: June 2015