

Scottish autism

Volunteer's Guidance

Director Responsible	Human Resources/Development
Author	HR/Fundraising/Marketing
Date	January 2015
Version Number	2
Approved by	Board March 2015
Review Date	January 2018

DOCUMENT HISTORY

Date	Author/Editor	Summary of Changes	Version No.
May 2011	Claire Brisbane HR Business Partner Fundrais	Implementation of guidance	1
Dec 2014	Claire Brisbane (HR Bus Ptnr)/ Karen Wilson (Fundraising Mgr)/ Laura McCairn (Marketing Asst)	Update to registration process	2

CONSULTATION AND RATIFICATION SCHEDULE

Name of Consultative Body	Date of Approval
Senior Management Team	28 Jan 2015
Regional Managers Forum	Dec 2014
New Struan Leadership Team	Dec 2014

CROSS REFERENCE TO OTHER POLICIES / STRATEGIES

This guidance should be read in conjunction with:	Detail
Policy 1	Disclosure Scotland policy
Policy 2	Health & Safety policy
Policy 3	Risk Assessment policy

Contents

1. Introduction.....	1
2. Key Principles.....	1
3. Status of Volunteers	1
4. Volunteering Roles	1
5. Recruitment	1
6. Volunteering Agreement.....	2
7. Training.....	2
8. Health and Safety	2
9. Recompense	3
10. Policies and Procedures.....	3
11. Insurance	3
12. Confidentiality.....	3
13. Supervision	3
14. Volunteer Drivers.....	4
15. Volunteer's pack.....	4
16. Monitoring and Reporting	4
17. Review	4

Appendices

Appendix 1 - Volunteer Registration Form

Appendix 2 – Volunteering Agreement Form

Appendix 3 – Volunteer Reference Request

1. INTRODUCTION

Scottish Autism recognises the immense benefits that volunteers can bring and the bridges that they build between the organisation and the local community. In return the organisation hopes to give its volunteers an opportunity to exercise their skills in a different environment and to undertake new experiences.

A volunteer is a person who gives freely of his / her time, skills and experience without expectation of financial reward. Volunteering can take many forms and some roles within the organisation may require particular skills. Volunteering may be for a limited time to complete a particular project or may be on an ongoing basis. In a volunteering capacity the individual does not have to carry out the role that he /she has been offered and the organisation does not have to provide tasks / duties.

Scottish Autism encourages a range of volunteering opportunities across the wider organisation.

2. KEY PRINCIPLES

The purpose of this guidance is to set out the organisation's approach to the use of volunteers across the organisation.

3. STATUS OF VOLUNTEERS

A volunteer is not an employee and will not have a contract of employment with the organisation. The organisation will agree a role with the volunteer and the volunteer will be issued with a volunteering agreement form (appendix 2). The organisation expects all volunteers to conduct themselves in a professional manner.

4. VOLUNTEERING ROLES

Roles suitable for volunteers are identified by the relevant manager, who will draw up a volunteer outline. This will set out the requirements of the role and the skills or experience needed, as well as any training that is required before the volunteering work is undertaken. Volunteers will not be used as substitutes for employees.

5. RECRUITMENT

A person wishing to become a volunteer will be asked to complete the organisation's volunteer registration form (appendix 1). The applicant will be asked to identify areas in which he / she would like to volunteer. If the organisation is able to match the applicant to a suitable role, two references will be required, one which must be the most recent employer (if applicable) and depending on the nature of the role, the prospective volunteer will be required to undergo a criminal records check. The Criminal Records Declaration Form should also be completed (CRDF) and submitted to HR with the appropriate disclosure application.

Corporate and community fundraising volunteers will register their interest via email or letter and will be advised of opportunities as they arise. These volunteers are not

required to undergo the same recruitment process/checks as service volunteers, however, they will work with fundraising staff and will be supervised at all times.

6. VOLUNTEERING AGREEMENT

The volunteer will be invited to enter into a volunteering agreement with the organisation. This agreement will identify:

- the volunteer's role;
- the training that the volunteer is expected to undertake;
- the expenses that the organisation will pay to the volunteer;
- the insurance cover that will be provided for the volunteer;
- who will supervise the volunteer; and
- the notice that will be given to a volunteer if his/her role is to come to an end.

The agreement paperwork will be held securely, in line with Data Protection guidelines, within the relevant service area / function.

7. TRAINING

The organisation will provide any training required for the role, including health and safety training. The relevant training will be determined by the manager of the volunteer, who will ensure the volunteer has a clear understanding of the volunteer role. There will be an expectation that volunteers (with the exception of corporate and community volunteers) will commit to up to 3 days training per year and will receive advance notice of this training.

8. HEALTH AND SAFETY

The organisation has a responsibility for the health and safety of volunteers. Volunteers should at all times follow the organisation's health and safety policies and procedures. Volunteers have a duty to take care of themselves and others who might be affected by their actions. Volunteers should not act outside their authorised area of work. Volunteers should report all accidents to their supervisor.

The organisation will provide volunteers with appropriate guidance on any health and safety issues that arise. This will be communicated via the assigned manager. The Health and Safety Executive (HSE) considers it good practice for volunteers to receive the same level of health and safety protection as employees do. Where appropriate all volunteers will receive information and instruction on the organisation's health and safety and risk assessment procedures.

Section 3 of the Health and Safety at Work Act 1974 places a duty on employers to conduct their undertakings in a way that ensures, so far as is reasonably practicable, that people other than their employees eg volunteers, clients, customers and members of the public are not exposed to risks to their health and safety.

The Management of Health and Safety at Work Regulations 1999 also places a duty on the employer to assess the risks to employees and anyone else eg volunteers, clients and customers who may be affected by the work activities being undertaken. A risk assessment must be completed by the allocated supervisor / manager who will communicate and ensure this is accessible to all employees and volunteers. As a result

of the risk assessment, appropriate preventative and protective measures will have been taken to reduce the risks identified.

Where a risk assessment shows that the risks to voluntary workers are different then the preventative and protective measures taken should reflect the different risks.

Other specific health and safety risks to consider include:

- First aid
- Fire Safety
- Lone Working
- Manual Handling
- Reporting of Accidents and Incidents

Volunteers will have the same responsibilities as employees to report to their supervisor/ manager any concerns they might have over the employer's provision or failings in health and safety.

9. RECOMPENSE

Volunteers are unpaid. However, the organisation will reimburse volunteers for travel and subsistence expenses in line with published policy and procedures. This will entail reimbursement against receipts of pre-authorised spend and travel expenses if using public transport. If using own car a mileage allowance will be paid for all authorised mileage. All authorised reasonable out of pocket expenses will be reimbursed.

10. POLICIES AND PROCEDURES

Volunteers are expected to comply with all relevant organisational policies while they are on its premises or undertaking any of their volunteering duties. The relevant policy documents will be communicated to the volunteer via the allocated supervisor / manager who will provide further guidance and explanation of the policies and procedures.

11. INSURANCE

The organisation will ensure that volunteers are covered for insurance purposes in respect of personal injury. The organisation will also ensure that volunteers are provided with public liability insurance. The insurance will not cover unauthorised actions or actions outside the volunteering agreement.

12. CONFIDENTIALITY

Volunteers are likely to become aware of confidential information about the organisation, the service users and staff as well as other sensitive information. Volunteers should not disclose this information or use it for their own or another's benefit. The volunteer's supervisor will provide a copy of Scottish Autism's confidentiality policy with which volunteers must familiarise themselves and adhere to.

13. SUPERVISION

A supervisor will be appointed to support and manage the volunteer. The supervisor will review the arrangements after three months and thereafter on a regular basis. If the

volunteer has any queries or would like to change his / her role this should be discussed with the supervisor.

Dealing with problems

The supervisor will normally try to solve any problems informally, but if this is not possible the formal complaints system will come into operation. Details of this procedure can be sought from the volunteer's allocated supervisor / manager. If the volunteer wishes to make a formal complaint he / she should put the complaint in writing to his / her supervisor. If it is not possible to reach a solution the volunteer may raise the matter with the supervisor's manager. If a complaint is made about a volunteer, this will be notified to him / her in writing and the supervisor will decide whether any action should be taken. If the volunteer is dissatisfied with the decision he /she may raise it with the supervisor's manager. The complaint may lead to the volunteer agreement coming to an end with immediate effect.

14. VOLUNTEER DRIVERS

Any volunteers who will be transporting equipment or people using a vehicle provided by the organisation must meet the criteria required by the organisation to become a driver. If accepted they will be covered by the organisation's motor insurance when driving on Scottish Autism business. If the volunteer will be using his / her own vehicle, both the volunteer and their vehicle will have to meet the criteria required by the organisation to do so. If accepted it is not Scottish Autism motor insurance but the volunteers own which will cover their vehicle and this insurance will have to be business insurance. A mileage allowance will be paid for authorised miles using the volunteer's own vehicle.

If any offences / criminal convictions occur during the period of volunteering, volunteers are duty bound to advise their supervisor of this whether these relate to motoring or other offences / criminal convictions. This must be detailed on the Criminal Record Declarations Form (CRDF) and on the driver forms provided by Scottish Autism.

15. VOLUNTEER'S PACK

On commencing his / her volunteer work, the volunteer will be given a pack containing:

- general information about the organisation;
- a copy of this volunteering guidance;
- a standard volunteering agreement;
- relevant Scottish Autism policies (volunteers should ask their supervisor / manager if they require specific organisational policies and procedures); and
- information on other volunteering opportunities that are available.

16. MONITORING AND REPORTING

Compliance and effective implementation of this guidance will be monitored by the Human Resources and Development departments.

17. REVIEW

This guidance will be reviewed every three years or earlier if appropriate in line with any future updates.