

Version Control

This document is intended for:

- Council staff only School-based staff only Council & School-based staff

Version	Key Changes	Approved By
Apr 2020	Reformatted only	DMT
Feb 2024	Minor updates to terminology used	DMT

This document may be reviewed and amended at any time and without consultation in response to legal requirements or in response to an organisational requirement and where the changes do not reflect a fundamental change or affect the spirit or intent of the document.

Contents

1. Introduction	3
2. Scope	3
3. Definition of Volunteer	3
4. Principles.....	3
5. The Role of Organisational Development.....	4
6. Rights and Responsibilities of Volunteers	4
7. Confidentiality.....	5
8. Health, Safety and Welfare	5
9. Volunteer Opportunities.....	6
10. Management of Volunteers	10
11. Training, Development and Support.....	10
12. Dealing with Volunteer Concerns	12
13. General	12
14. When Volunteers Leave	13
Appendix 1: Volunteer Position Description Example	14
Appendix 2: Volunteer Placement Offer Letter and Volunteer Contract.....	16
Appendix 3: Volunteer Agreement	18
Appendix 4: Volunteer Thank You Letter	21
Appendix 5: Application Form - Volunteer Role	22

1. Introduction

The Council/School recognises the importance of volunteers in many areas of the service users, employees, local communities and the volunteers themselves.

This Guide approach in relation to the use of
It is aimed at all Directorate/School
contacts who recruit volunteers and for the purpose of the Guide they will be referred to as the Volunteer Co-ordinator. The Volunteer Co-ordinator is usually the Directorate/School contact who facilitates the engagement of volunteers within the Directorate/School. In some Directorates/Schools the co-coordinating role will be undertaken by individual managers in Service Areas.

2. Scope

This Guide applies to all those who volunteer on a regular basis

The Council/School is committed to equal opportunities and no volunteer shall receive less favourable treatment as outlined under the Equality Act 2010.

Volunteers will not be used during times of industrial action to do the work of paid staff.

5. The Role of Organisational Development

Advice and guidance on the use of volunteers is available from Organisational Development (OD), however, OD does not normally need to be actively involved in

7. Confidentiality

Volunteer Co-ordinators need to ensure that all volunteers are provided with details

Teachers and the relevant ICT and information management policies as they apply to the specific volunteering role, a include those relating to personal information held by the Council/School relating to the volunteer. As a guide, Volunteer Co-ordinators should cover the following with their volunteers during their induction:

- Volunteers must not use any information obtained during their volunteering for personal gain or benefit, nor should they pass it on to others who might use it in such a way.
- All volunteers must abide by the principles of the [Data Protection Policy](#).
- Volunteers should be aware of which information the Council/School is and is not open about, and act accordingly. If a volunteer is unsure about any aspect of disclosure of information, they must refer the matter to their Volunteer Co-ordinator or Supervisor.
- Volunteers should not communicate to the public the proceedings of any -making process, nor the content of any document relating to the Council/School unless required by law or expressly authorised to do so.
- A volunteer who receives a request from the media to comment on any issues concerning Council/School services or operation shall not comment without the express consent of their Volunteer Co-Ordinator.
- Volunteers who require an email account will be required to comply with the [Information Security Policy](#) and procedures.

person, unless the Council/School receives a written request containing the -ordinator or Supervisor.

8. Health, Safety and Welfare

The Council/School has a responsibility for the health, safety and welfare of volunteers.

Safety policies and procedures. Volunteers have a duty of care to themselves and others who might be affected by their actions. Volunteers should not act outside their area of work. Volunteers should report all accidents and incidents to their Volunteer Co-ordinator. As a Volunteer Co-

9. Volunteer Opportunities

When using volunteers, selection for a specific volunteering opportunity should be made on merit, with the the main criteria. However, it may be necessary for the Volunteer Co-ordinator to

Application Process

An individual wishing to become a volunteer will be asked to complete an application form. The applicant will be asked to identify areas in which they would like to volunteer.

An Application Form should be used to recruit volunteers and to ensure that the Service Area has all the necessary information prior to offering volunteering opportunities to individuals. Particular reference should be made to any gaps in employment history and employment references (see below). A sample Application Form is attached at [appendix 5](#).

Volunteer Interviews

When a Service Area has received a completed Volunteer Application Form, the potential volunteer should be invited to attend a volunteer interview. This is not a formal selection interview; instead, the purpose of the volunteer interview is to:

- Discuss the volunteering role(s) available, including how regularly volunteering will take place.
-
- covered by education or employment, details of any convictions or cautions disclosed).
- (where applicable) DBS checks (see below) prior to any volunteering commencing.
- Volunteer Agreement and any specific Service Area guidance that will apply to the volunteering opportunity.
- For the volunteer to ensure that they fully understand the potential volunteer opportunity.
- For the Service Area to satisfy itself that the volunteer is capable of undertaking the volunteer opportunity on offer.

Offer of Volunteer Placement and Volunteer Agreement

Following the volunteer interview, if the Service Area decides to proceed with the confirming the offer of the volunteer placement. The volunteer placement must be offered subject to receipt of satisfactory references and, where applicable, a DBS check (see below). A standard Offer of Volunteer Placement letter can be found in [appendix 2](#).

[appendix 3](#)) should be enclosed with

References

The Service Area must obtain a minimum of two references for the potential

N.B. As a volunteer is not an employee of the Council/School, there is no need to copy any of this information to OD.

10. Management of Volunteers

Before the Volunteer Starts

As a Volunteer Co-ordinator you may wish to meet with the volunteer to discuss the role, what they would like to do, what their expectations are, what days and times they can do and any training or development they might need to complete before they start their role. Good preparation is key for a good experience for the volunteer and as such you will need to develop a volunteer pack, an induction process which should include any training or development that is needed and appoint a mentor or buddy for the volunteer. If the volunteer is a young person, you will also need to arrange for the volunteer to complete a DBS application.

First Few Days

As a Volunteer Co-ordinator, your role will be to ensure that volunteers are recruited in accordance with this Guide. Volunteers will also need to be appropriately inducted into their volunteering role and receive the necessary training, development and support to undertake their role. As a Volunteer Co-ordinator you will be the contact point to enable volunteers to raise any issues or concerns they may have.

So that the volunteer feels comfortable within their role, they will need to be introduced to other volunteers and members of staff, shown around the Directorate/School to see where everything is and where to go if they have any questions.

In addition, volunteers should have a nominated employee/mentor in their workplace

with their duties, options such as training, confidence building, mentoring, buddying or shadowing other staff/volunteers with a review period be explored before ending the volunteering relationship.

Complaints

In the event of a complaint being made against a volunteer by a service user or any taken. Reference should also be made to the paragraph on performance and conduct

Length of Voluntary Period: Note the time period in which the volunteer will serve, and include restrictions, if applicable.

Example: The Outreach Volunteer will serve from September to August, primarily after school and on weekends during the school year, and at any time during the summer.

Time Commitment: Indicate the approximate number of days or hours required per week.

Example: The Outreach Volunteer will provide up to 12-15 hours a month throughout the year.

Qualifications: List education, experience, knowledge, and skills required. If a DBS check or other background check will be conducted such as taking up references, it should be indicated here. Reference can also be made

Example: Potential volunteers need experience with youth programming. Experience with public speaking important. Knowledge of soccer helpful.

Support Provided: List resources that will be available to the volunteer.

Example: An induction will be scheduled at the convenience of the Outreach Volunteer. Two hours of bespoke training and attendance at monthly Youth Program planning meetings is desirable.

Other categories that an organisation would include, if applicable, in a volunteer job description are:

- *Selection process and performance coaching process*
- *Training/professional development opportunities and/or requirements*
- *Reporting and working relationships*

Appendix 2: Volunteer Placement Offer Letter and Volunteer Contract

<NAME>
<ADDRESS>

<DATE>

Dear <NAME>

OFFER OF VOLUNTEER PLACEMENT: <VOLUNTEER ROLE TITLE>

Thank you for your interest in working on a voluntary basis with <Blaenau Gwent County interview on <DATE> with <NAME>, <JOB TITLE>, I have pleasure in confirming that we would like to offer you a volunteer placement as a <VOLUNTEER ROLE TITLE>.

This letter and the enclosed Volunteer Agreement sets out the agreement of the volunteer arrangement between <Blaenau Gwent County Borough Council> <NAME OF SCHOOL> and yourself. The documents aim to ensure that we are both clear about what voluntary work you have offered to do and that you are fully aware of what the <Council/School> undertakes to provide in return for your valuable time.

Volunteer Placement:

Your volunteer placement will be based at <BASE OF VOLUNTEER PLACEMENT>. As discussed at your volunteer interview, your placement will be for <NUMBER OF HOURS> hours per <DAY OR WEEK> from <TIME> to <TIME>, on <DAY/S OF THE WEEK>. You have agreed that the minimum length of your placement will be for <INSERT DETAILS E.G. THREE MONTHS, ETC> and this will be reviewed after <LENGTH OF REVIEW PERIOD>.

As discussed at your volunteer interview, your volunteer placement is subject to the receipt of satisfactory references and receipt of Disclosure and Barring Service check* (*delete reference to DBS clearance if this is not required for this placement*). **You will not be able to commence your volunteer placement until these are received.**

Volunteer Agreement:

Agreement. The purpose of the Volunteer Agreement is to make the expectations of the volunteer placement clear for both the <Council/School> and yourself as a volunteer. Please read the Agreement carefully and then sign both copies, returning one to me in the envelope provided, retaining the second for yourself.

Finally, I have great pleasure in welcoming you to <NAME OF SERVICE/SCHOOL> I hope you will enjoy your voluntary work with <NAME OF SERVICE> and that your work will be rewarding.

Yours sincerely

<NAME>

<JOB TITLE>

Appendix 3: Volunteer Agreement

Volunteers are an important and valued part of the Council/School. The Council/School appreciates and values you volunteering with us and will do the best we can to make your volunteer placement with us enjoyable and rewarding.

This Volunteer Agreement describes what you can expect from us, and what we hope you will contribute to us. We hope that you enjoy volunteering with us and feel a full part of our team.

THE VOLUNTEER

As a volunteer, I agree to:

- Perform my volunteering role to the best of my ability and to work to the Volunteer Role Description I have received;
- and safety and equal opportunities, in relation to its employees, volunteers and clients;
- Attend for my volunteer placement on time, and for the hours agreed, and to give as much warning as possible when I cannot volunteer when expected;
- Maintain the confidentiality of information received during the course of my volunteer placement, including that of the organisation and of its clients, and ensure that this is

Appendix 4: Volunteer Thank You Letter

<NAME>
<ADDRESS>

<DATE>

Dear <NAME>

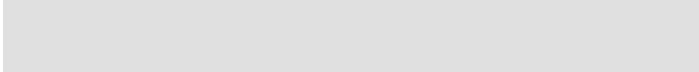
On behalf of <Blaenau Gwent County Borough Council> <Name of School> I wish to thank you for your contribution and hard work you have carried out in the role of <VOLUNTEER ROLE TITLE> at <NAME OF SERVICE>. I hope that you have found the experience rewarding and you have had the opportunity to gain new skills and experience.

I wish you well in all your future endeavours and will be pleased to provide a standard reference for any future employment or volunteering opportunities.

Yours sincerely

<NAME>
<JOB TITLE>

WORK RELATED QUALIFICATIONS (INCLUDING DRIVING)



EMPLOYMENT HISTORY

CURRENT POST

JOB TITLE:	
GRADE OF POST:	
DATE APPOINTED:	

PREVIOUS POSTS HELD

POST TITLE	EMPLOYER	FROM/TO

PLEASE INDICATE THE TYPE OF OPPORTUNITIES YOU WISH TO BE CONSIDERED FOR AND YOUR AVAILABLE HOURS. PLEASE OUTLINE ANY SKILLS/EXPERIENCE WHICH YOU FEEL MAY SUPPORT YOUR APPLICATION.

