

# Volunteering Policy Updated September 2021

Volunteering is a great way to get involved, gain experience and meet new people. Volunteers can play a vital role in supporting The OLGBT Group to help our local community. We hope that volunteers will enjoy volunteering with us, meet like-minded people and develop new skills.

This document defines the role of volunteers within OLGBT, how volunteers can expect to be treated and the Group's expectations of volunteers.

Many of our members engage with casual volunteering as and when the need arises. Examples of this include:

- Helping raise awareness of the Group.
- Helping to staff stalls at promotional events such as Stoke Pride.
- Providing shared transport to other members and prospective members who wish to attend our social activities

We may also, from time to time, create specific roles within OLGBT to perform regular volunteering functions. When we do this, we will

- Create a written role description which outlines the purpose, tasks and commitment expectations of the role.
- Define the induction, training and support requirements for the role.

## Time Commitment

Volunteering with us could be about giving a few hours a few times a year or it may require a more substantial regular commitment. This will depend upon the role and on the volunteer. As a volunteer you decide on the commitment and the type of role that's right for you.

## Recruitment

We will recruit volunteers as the need arises within the organisation to support the work we are undertaking. For each new role a role profile will be developed which provides specific details of the role, including tasks, skills required, time commitment and training and support.

Volunteers will usually be recruited from our members and supporters but where the need arises, we may use appropriate means to advertise externally for volunteers.

## Out of pocket expenses

Volunteers may claim any reasonable out of pocket expenses incurred during the course of volunteering with us. All expenses must be agreed with the main OLGBT Group contact prior to the date of expenditure. An expense claim form must be completed and must include receipts for all claims, or if mileage is being claimed the start and end postcodes must be provided.

## **Insurance and Health and Safety**

Authorised volunteers are covered by the OLGBT Group's insurance whilst they are engaged in activities alongside Group members. Any incidents that occur during the volunteering activity should be reported to the OLGBT Group in the Accident Reporting Book within one week of the incident taking place. In instances where a volunteer has suffered injury due to explicitly ignoring safety advice given by the OLGBT Group or through unreasonable behaviour, the OLGBT Group will not accept liability.

Similarly, in instances where an event attendee has suffered injury due to explicitly ignoring safety advice given by the OLGBT Group or an OLGBT Volunteer, or through unreasonable behaviour, the Group will not accept liability.

It is the responsibility of volunteers to inform their motor insurance company that they are using their car in the act of volunteering.

## **Behaviour and Conduct**

Volunteers are expected to follow the OLGBT Code of Conduct.

All volunteers when engaging in Group related activities are representatives of the organisation and should behave accordingly. Volunteers should not discriminate against any person for any reason and treat all people fairly and equally, with respect.

Volunteers should allow others to express themselves and understand that all views are important even if they are not the same as their own – as long as no offence is caused even if unintentionally. Volunteers must understand that all forms of discrimination, including bullying and harassment are unacceptable and contravene OLGBT Group's equal opportunities policy.

If a volunteer has any concerns regarding any conduct they have come across or with the role/activities they are undertaking, or the policies, procedures or decisions of the Group, they should contact their main OLGBT Group contact to discuss.

## **Equal Opportunities**

The OLGBT Group aims to integrate diversity and equal opportunity into all of its activities, from key decisions on its mission and strategic objectives through to day-to-day operations. The OLGBT Group not tolerate discrimination and we are committed to working with diversity in a wholly positive way to promote understanding, equality and inclusiveness.

All volunteers must have an understanding of and commitment to our equal opportunities policy. They must employ it in their dealings with members of the Group and co-volunteers and any other individuals that they interact with during the course of their work with the OLGBT Group.

## **Problems**

Volunteers are encouraged to discuss any concerns they may have with their main OLGBT Group contact

If a complaint is received from or about a volunteer it will be dealt with in accordance with the OLGBT Complaints policy. In extreme cases, if the volunteer's behaviour is deemed to be in conflict with Group's policies and procedures, the volunteer may be removed from volunteering and in the case of members, membership may be terminated.

## **Confidentiality**

Volunteers will be bound by the same requirements for confidentiality as other members. Where a volunteer is privy to confidential information through their work with the OLGBT Group, the need for confidentiality will be highlighted. When the volunteer role includes involvement with sensitive information and data, they will be required to adhere to our data protection policy.

## **Communication**

Volunteers will be provided with a main point of contact upon joining the charity as a volunteer. It is this contact that a volunteer should keep informed of their activities and contact for advice and support. Volunteers can find relevant policies and procedures on our website. Volunteers may be asked to complete feedback questionnaires to help the Group monitor and evaluate volunteer activities.

## **Volunteer Agreement**

The OLGBT Group recognises and fully appreciates that you, as a Volunteer, are giving up your free time to support our activities and there are responsibilities on both sides that should be adhered to. It is important for our Volunteers to understand what you can expect from the Group and what will be expected of you as a Volunteer.

### **Volunteers can expect the OLGBT Group:**

- To provide you with a main point of contact so you know who to get in touch with for support, with queries, comments etc.
- To provide you with induction information, including how the organisation works.
- To provide a clear role profile explaining what you will be doing and why.
- To provide you with appropriate resources and support for your activities.
- To reimburse out of pocket expenses where pre-approved by the OLGBT Group Trustees.
- To insure you against accidents during the course of your volunteering activities which are not your fault (on completion of a Risk Assessment).
- To apply our equal opportunities policy so volunteering is open to all.
- To keep you informed of possible changes to volunteering activities.
- To update you on how your activities are making a difference.

### **As an OLGBT Group volunteer we expect you:**

- To be reliable and responsible.
- To meet the commitments as detailed in the role profile, other than in exceptional circumstances, and provide reasonable notice so that alternative arrangement can be made.
- To develop and maintain good relationships with other volunteers and members.

- To adhere to all OLGBT Group policies, decisions and procedures, as detailed on our website.
- To inform your main point of contact of activities you are undertaking.
- Be mindful of your role as an ambassador of the OLGBT Group in your local community.

***Note: this agreement is in honour only and is not intended to be a legally binding contract of employment.***

----- **End of policy** -----

Acknowledgement is made to the following websites that have helped with this policy:

<https://wcva.cymru/wp-content/uploads/2020/06/Creating-a-volunteering-policy.pdf>

and <https://www.b-arts.org.uk/get-involved>

### **Version History**

Date accepted: 20/11/2020

Amended version approved by board 21/09/2021