



Working in Partnership
with Dundee City Council

**LEISURE & CULTURE DUNDEE
VOLUNTEER POLICY
2013**

Updated 2017

VOLUNTEER POLICY

This policy sets out to clarify the relationship between volunteers, Leisure & Culture Dundee and service users.

It outlines the commitment of Leisure & Culture Dundee to supporting volunteering.

It aims to achieve consistency in the support of volunteers across all Service Areas.

It defines the roles, rights and responsibilities of both the Organisation and volunteers.

It provides a framework within which the relationship between the Organisation and volunteers will be developed.

It will provide a bench mark against which the Organisation's support of volunteers can be monitored.

1. BACKGROUND

1.1. The Dundee Partnership has developed a Volunteering Strategy as part of its Compact with the community and voluntary sector. The Compact, entitled "Working Better to Make Dundee Better," is a written statement of understanding which aims to improve joint planning and provision of services in the city. The Volunteering Strategy sets out 5 key priorities to ensure that volunteering is embedded across all sectors of the Partnership. The accompanying action plan sets out how partners will work towards their agreed Vision for volunteering i.e.

"Dundee is a city where volunteering to give your time to benefit others or the environment is accessible to all, is a rewarding experience and is highly valued as an act of citizenship"

1.2 The Dundee Partnership Volunteering Strategy's 3 of the Key Priorities for change are:-

- All people in Dundee readily know about volunteering and how to get involved - to ensure visibility of volunteering across the city
- Volunteers experience the same high standard of volunteer management
- Young people have the opportunity of a positive experience of volunteering from both the voluntary and public sector.

1.3 This policy aims to provide a framework for Leisure & Culture Dundee services to enable us to develop and support high quality volunteering opportunities in a way that is consistent with the Partnership's vision and priorities, but flexible enough to be adapted to our own particular needs and circumstances.

2. VOLUNTEERING IN LEISURE & CULTURE DUNDEE

2.1 Each Service Section using volunteers will be responsible for producing a Practice Guide which will detail the specific arrangements made by that Section for implementing the Organisation's Volunteer Policy.

3. INTRODUCTION

3.1 For the purposes of this policy the Organisation has adopted the definition of volunteering used by the Scottish Government:-

“Volunteering is the giving of time and energy through a third party ,which can bring measurable benefits for the volunteer, individual beneficiaries, groups and organisations, communities, the environment and society at large. It is a choice undertaken of one's own free will, and is not motivated primarily for financial gain or for a wage or salary”

3.2 Dundee's citizens have a long history of voluntary service.

3.3 The Organisation recognises the integral role of volunteers as active citizens in service provision across the city. Volunteers are a valued resource across all Service areas of the Organisation.

3.4 Volunteers are not a substitute for paid staff, but do complement the delivery of professional services.

3.5 Volunteers bring added value by enhancing the quality and variety of services, contributing their time, enthusiasm, additional skills, independence of outlook and a fresh perspective to service design and delivery. Volunteers, who operate mainly at a local level, are valued as a key community resource and their contribution is recognised as a positive expression of community solidarity and active citizenship.

4. THE ROLE OF THE ORGANISATION

4.1 The Organisation will seek to develop volunteering opportunities for all, with increased emphasis on recruiting young people, older people, those with disabilities and people from minority ethnic communities.

4.2 The Organisation will explore, with its staff, its ability to support and promote volunteering opportunities for its employees.

4.3 The Organisation is committed to the establishment of effective consultation measures within volunteering interests in the wider community and to support and develop new volunteering initiatives.

4.4 The Organisation will monitor, measure and assess the effects of volunteering for individuals, within Sections and on the wider community. This will include a comprehensive analysis of the both positive and possible negative impacts of volunteering including skills development, economic contribution and benefits to service users. This assessment will be carried out regularly in order to measure change over time.

4.5 The Organisation will work towards achievement of the Volunteer Friendly Award in all areas where volunteers are involved.

5. ROLE OF THE VOLUNTEER CENTRE DUNDEE

5.1 Volunteer Centre Dundee is a service which provides information and advice on volunteering and is supported by Dundee City Council and the Scottish Government.

For volunteers it provides:

- Access to a wide range of volunteering opportunities.

- Advice, assistance and support.
- Access to other services.

For organisations that recruit volunteers it provides:

- Potential volunteers.
- Opportunities to share best practice.
- Access to training.
- Information on insurance, recruitment, screening, volunteer policies (voluntary organisations).

5.2 Volunteer Centre Dundee and Leisure & Culture Dundee,

Leisure & Culture Dundee may register volunteer opportunities available within their service areas with Volunteer Centre Dundee. For more information, contact Volunteer Centre Dundee on www.volunteerdundee.org.uk . The registration process may be completed online.

5.3 Volunteer Centre Dundee will be our key partner in the implementation of this policy and will work closely with Sections to progress achievement of the Volunteer Friendly Award and to introduce use of the Volunteer Impact Assessment Toolkit

6. VOLUNTEERS: ROLES, RECRUITMENT, MANAGEMENT, ENTITLEMENTS, RESPONSIBILITIES

6.1 Volunteer Roles

- Volunteers are recognised as having an important role in enhancing and complementing service provision.
- Volunteers will not be used as a substitute for paid employees.
- Volunteers will not be asked to undertake work or responsibilities for which they are not trained nor has the necessary skill, knowledge or experience.

The activities of volunteers should be consistent with the values and priorities of Leisure & Culture Dundee and reflect its commitment to the needs of the community.

6.2 Volunteer Recruitment

- Leisure & Culture Dundee will identify, publicise and promote volunteering opportunities as appropriate within its range of services.
- Volunteers will be recruited, selected, placed and supported in a manner consistent with PVG which include application forms, interviews, references and checks where applicable. All volunteers recruited to work with or who have substantial access to children and vulnerable adults will be required to be a member of the PVG scheme.
- Volunteers will be placed according to their skills, interests, level of commitment and wishes subject to meeting the Volunteer Specification devised for the position or task.
- All potential volunteers will have a right to an interview to assist them to identify volunteer opportunities. The interview will also give potential volunteers an opportunity to discuss

their individual circumstances with an LACD Officer before a decision is made regarding placement possibilities.

- Leisure & Culture Dundee will endeavour to operate a non-rejection policy subject to its need to meet its charitable objectives and to safeguard the interests of service recipients, employees and volunteers.

6.3 Management of Volunteers

- LACD Sections will designate named volunteer managers who will have responsibility for the implementation of the Volunteer Policy and procedures. This will include working with those who directly supervise volunteers on a day-to-day basis in their departments.
- Volunteer managers will:
 - Work within their Sections to identify and promote development of volunteering opportunities.
 - Manage the recruitment, selection and supervision of volunteers in line with the Volunteer Policy.
 - Ensure that volunteers are given recognition for their contribution.
 - Ensure that volunteers receive their entitlements.
 - Ensure that volunteers are aware of and meet their responsibilities.
 - Ensure that the needs of those in receipt of services take priority over the needs of volunteers.
 - Manage information on volunteering within their Section for monitoring and assessment purposes.

6.4 Volunteer Entitlements

Leisure & Culture Dundee affirms that volunteers are entitled to:

- Clear information about LACD policies and Section procedures, with which they will be expected to comply.
- Clear information about the role of the volunteer and the commitment that is expected.
- Fair selection procedures within the recruitment process.
- Induction, initial and subsequent training that is based on the volunteers' role and recognises and respects their previous experience.
- An assurance that anyone selected for a voluntary role has the skills, knowledge and aptitude to enable them to adequately perform the tasks and duties related to the role.
- Individual support and supervision through regular contact with a named supervisor.
- Regular meetings with their supervisor and an annual review at which their progression can be discussed.

- Reimbursement of out of pocket expenses, which have been approved by the supervisor, consistent with LACD policy.
- Adequate public liability insurance cover.
- Assistance to develop their understanding of the values of LACD.
- Encouragement, guidance and assistance to plan, review and evaluate their own practice and contribute to team planning.
- A reference related to their voluntary activity.
- Assurance that information on volunteers will be treated as confidential.
- Holiday breaks.
- Opportunities for personal and skill development in line with their interests and placement needs.
- Access to accredited training programmes as and when developed by LACD.
- Recognition for training and demonstrated competence.
- An explanation in the event that the volunteer's services are no longer required.
- An indemnity in respect of authorised volunteering activities undertaken on behalf of the LACD.

6.5 Volunteer Responsibilities

Leisure & Culture Dundee has clear expectations of the volunteers with whom it works, Volunteers should:

- Accept and adhere to the Aims and Values of LACD.
- Seek to promote equality of opportunity and be anti-discriminatory in their work.
- Strive to be effective and efficient within available resources.
- Be accountable for resources given or lent to them.
- Accept that the needs of those in receipt of services must take priority.
- Adhere to Section policies on confidentiality, health and safety use of ICT equipment.
- Comply with standards of practice and conduct within Sections.
- Accept responsibility to work as a member of a team.
- Honour the commitment they have agreed.

Volunteers will be supported in the exercise of these responsibilities through training and supervision.

7. NON-REJECTION POLICY

7.1 Leisure & Culture Dundee will operate a non-rejection policy subject to the need to meet its charitable objectives and to safeguard the interest of service recipients, employees and volunteers.

7.2 In practice, this will mean that every potential volunteer should be offered an interview to assist them to identify volunteer opportunities and/or to assess their personal specification against particular volunteer post specifications/descriptions. If potential volunteers do not meet the specifications they will not be accepted as volunteers for the post or posts. For certain volunteering roles e.g. working with vulnerable adults and young people, PVG checks will be carried out. Care will also be taken to ensure that volunteers do not have health problems which might place them, or service recipients or employees at risk. Where possible, potential volunteers should be advised of action that they could take to enable them to meet a post specification. Failing this, alternative volunteer opportunities related to the individual's skills, aptitude and interest should be offered.

8. LEGAL RESPONSIBILITIES

8.1 Everyone delivering services on behalf of Leisure & Culture Dundee, whether a member of staff or a volunteer is required to work within the law.

8.2 Section volunteer managers are responsible for ensuring that volunteers will be fully briefed on any legal implications related to the volunteer(s) post(s). Examples include Health and Safety legislation and Child Protection Guidelines.