

## **INTRODUCTION**

The Council appreciates the special support that Volunteers give to our services. Volunteers come from a wide variety of backgrounds and bring with them a range of experience and knowledge that enriches and supports services to the Community.

## **ACTIVITIES UNDERTAKEN**

Volunteers can assist in many different ways, including: delivering of services direct to the public; back-up support to front line staff; assisting with outdoor activities; helping with projects, special assignments or education programmes.

## **SUPERVISION AND SUPPORT**

The service unit within which the Volunteer works will nominate a person who will be responsible for providing supervision and support of the Volunteer. In their absence the supervisor must nominate a colleague to cover this role. This person will be responsible for the provision of training and instruction in the duties the Volunteer is undertaking and for dealing with any difficulties that may arise. Any training you may be provided with, including attendance at courses, does not amount to a consideration for your services, i.e. remuneration. The supervisor should also ensure that the service unit keeps suitable records such as the Volunteer's personal details and emergency contacts/next of kin. It may be appropriate to keep a probationary-type record of the Volunteer's progress. This may assist if the Volunteer subsequently seeks employment and/or a reference.

## **INDUCTION**

On commencing your Volunteer role you can expect to receive an induction covering aspects such as the role itself, the work of the service unit, confidentiality, evacuation procedures, health and safety, first aid, no smoking policy, etc.

## **ATTENDANCE AND AVAILABILITY**

The assistance that Volunteers give is greatly valued and your supervisor will have planned your activities into the structure of the day and week.

*Please let your supervisor know at the earliest opportunity if you are unable to attend so that other arrangements can be made.*

## **DISCLOSURE BARRING SERVICE**

Disclosure and Barring Service Checks are checks carried out to identify whether or not individuals working with children or vulnerable adults are suitable to do so. These checks are done to protect children and others but also to protect the Volunteers themselves. Having a criminal record does not automatically prevent an individual from being a Volunteer. The Council would consider the details of the criminal record and balance this against the activities the individual is to undertake. Indeed, for many activities there may be no need for a criminal record check at all. However, where there is substantial or unsupervised access to children or vulnerable adults then there is a legal requirement for these individuals to be checked. Should you have been or become convicted of a criminal offence that may have a bearing on your acting as a Volunteer you should tell your supervisor. This will allow them to assess whether it is acceptable for you to continue with your role, whether the activities you assist with should be changed, or whether it is the best interests for all concerned for you to cease acting as a Volunteer. All discussions and paperwork relating to Disclosure and Barring service checks are entirely confidential.

## **CULTURE AND VALUES**

The Council's four key priorities are:

- Promoting the health and wellbeing of our population especially the most vulnerable
- Ensuring all children and young people have the chance to achieve their full potential
- Promoting Poole's economic growth and regeneration by attracting investment in business, housing and jobs
- Protecting and enhancing Poole's beautiful environment in a sustainable way so that it is a great place to live, work and play.

## **CONFIDENTIALITY**

In the course of their role, Volunteers may be made aware, or become aware of, confidential issues/details about individuals. Such information must be maintained as confidential and must not be discussed with third parties. Always seek advice from your supervisor when in any doubt about confidential information.

## **INTELLECTUAL OWNERSHIP AND COPYRIGHT**

During the course of their work Volunteers may be creating original content which could then be used by the Borough of Poole, including displaying that work in public. The intellectual ownership of any such work will be vested in the Borough of Poole and the Volunteer assigns copyright to the Borough of Poole for that work. If you have any concerns about this then please discuss them with your supervisor before carrying out any such work.

## **MARKETING AND PR**

We may use photographs or quotes from you from time to time to advertise our Volunteer Programme. Please let us know if you have any concerns about this.

## **STANDARDS OF BEHAVIOUR AND CONDUCT**

Volunteers will be expected to support the Council's culture and values through appropriate behaviour. The Council supports the right of all people to be treated with dignity and respect at work. The Council is committed to promoting a working environment free from all forms of unacceptable behaviour. If you face any difficulties of this sort, please seek advice from Personnel and Training Services regarding available support and advice.

The Council has adopted a Code of Conduct for its employees and applies these same standards to Volunteers. Areas covered include acceptance of gifts/hospitality, relationships with service users and colleagues, conflicts of interest, personal interests and use of financial resources. Your supervisor will draw your attention to any aspects of the Code of particular relevance to you but if you require guidance ask your supervisor for a copy.

## **DISCIPLINE**

There is no formal disciplinary procedure for Volunteers. However, your supervisor may need to draw the attention of any Volunteer to behaviour which is not appropriate. In some cases the supervisor may have to ask a Volunteer to cease their volunteer activities.

## **EQUAL OPPORTUNITIES AND DIVERSITY**

The Council believes that equality of opportunity should be given to all sections of the community and workforce. We work to recognise discrimination and inequalities of opportunity that people suffer and take action to reduce them.

## **VOLUNTEERS WITH DISABILITIES**

It is important for the supervisor to undertake a risk assessment so that suitable adjustments may be considered. Advice on this and other support may be obtained from the Council's Community Employment Service or the Occupational Health Service.

## **PROBLEMS OR GRIEVANCES**

If you have any problems or grievances this should in the first instance be raised with your supervisor. If for any reason you are unable or do not wish to speak to your supervisor, please raise your concerns with their manager or the Service Unit Head.

## **HEALTH AND SAFETY**

Volunteers must comply with the Council's Health & Safety Policy and Procedures. This includes the reporting of accidents and incidents of violence and/or threatening behaviour. If, in the course of your volunteer activities, you become aware of any dangerous practices or situations please report these to your supervisor.

## **HEALTH CHECK**

In some cases it may be appropriate for the Council's Occupational Health Service to confirm the medical fitness of a Volunteer to undertake its duties. This would involve the completion of a confidential medical questionnaire and sometimes a GP report could be sought.

## **TRAVEL**

Reasonable travel expenses will usually be reimbursed. However in some cases there is a maximum amount per claim and occasionally no expenses are reimbursable. You must confirm this with the supervisor or originator of each opportunity.

## **INSURANCE**

The Council has insurance cover for individuals providing help and assistance as Volunteers, providing cover whilst the Volunteer is actively engaged in the role. This is usually encompassed under the employer's liability and personal accident policies. Such insurance allows for eventualities that may lead to liability claims. The Council's insurance does not cover loss or damage to Volunteer's property.

## **STATUS**

In providing these guidance notes we do not intend to create a formal contract or enter into an employment relationship. The Council is not obliged to offer you volunteer duties and if offered you are not obliged to accept.



# **Volunteer Information and Guidance**

**Arts, Libraries, Museums, Skills & Learning  
Sports & Recreation**

*Culture and Community Learning  
Borough of Poole  
2015*