



Volunteer Policy

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Introduction

Salford Foundation is committed to involving local people in its activities through volunteering. We understand the immense value volunteers can bring to our organisation and the skills they can share with clients and employees alike.

We recognise that it is important to have a structured process from the moment an individual expresses an interest in volunteering with us. Our Volunteer Policy aims to make all parties clear on the process, outlining what individuals can expect when volunteering with us, and how we will work with volunteers during their time at the organisation.

A definition of volunteering from NCVO (National Council for Voluntary Organisations)

A volunteer is a person who is engaged in an activity that involves spending time, unpaid (except for travel and other approved out-of-pocket expenses), doing something that aims to benefit someone (individuals or groups) other than or in addition to close relatives.

Salford Foundation will propose a non-binding agreement to volunteers as they join the organisation.

Our commitment to volunteers

We will:

- treat volunteers with respect and courtesy
- communicate effectively before and during a volunteer's time at the organisation
- ensure all volunteers have a role description and adequate information to carry out their duties
- provide an appropriate induction/briefing and other training opportunities
- offer engaging opportunities that develop volunteers and involve them in working towards Salford Foundation's vision
- provide adequate public liability insurance and risk assessment of activities
- reimburse any reasonable out-of-pocket expenses incurred in the course of volunteers' duties (Please see Appendix 1 for the expense claims process)
- provide effective support and supervision to develop volunteers in their role
- be transparent, dealing with any concerns in a timely manner
- show our appreciation to volunteers and recognise their contributions

What we ask of volunteers

Volunteers will:

- support our vision and mission, working in accordance with Salford Foundation's values
- follow the organisation's policies and procedures
- be a positive ambassador for Salford Foundation
- treat fellow volunteers, clients, partners and staff with courtesy and respect
- act in the best interests of the clients supported by Salford Foundation, to work in ways that empower, motivate and enable them to reach their goals
- perform the requirements of their role to the best of their ability and undertake any training necessary to the role
- be committed, punctual and reliable, and give appropriate notice if unable to meet agreed commitments
- maintain an open dialogue with staff so that unexpected problems do not occur
- keep themselves and others safe by complying with all safeguarding and health and safety procedures
- maintain confidentiality of information regarding the organisation and the people who access our services

Equality, diversity and inclusion

Salford Foundation is committed to equal opportunities and will ensure these principles are used at all stages of recruitment, induction and volunteering. When selecting and interviewing volunteers, the process will always be carried out without regard to protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex; and sexual orientation.

Salford Foundation will not condone, accept, or ignore any forms of discrimination or unacceptable behaviour.

We believe that every individual has something to give to their community and that everyone should be given an equal opportunity to become actively involved. We promote diversity and encourage participation in volunteering by all, whilst ensuring the applicant is the right fit for the role they will undertake.

Volunteer recruitment

All individuals wishing to volunteer at Salford Foundation will firstly express an interest, whether by phone, email, verbally or on our website.

Prospective community volunteers and placement students will receive a volunteer application form to complete, capturing their personal details and their motivations to volunteer. Following receipt of the completed application, the Line Manager for that area of the organisation will invite the individual to an informal interview as an opportunity to discuss whether the organisation and role is the right fit for the applicant.

Prospective community volunteers will provide two contacts we can approach for a reference. These can be professional or personal contacts, although we cannot accept references from family members. Placement students will provide the contact details of their practice educator and course leader who will recommend them for the placement.

Disclosure and Barring Service (DBS) checks are required for community volunteers and placement students who will be working with potentially vulnerable adults and young people. Salford Foundation will pay for and process community volunteers' DBS certificates.

Having a criminal record does not necessarily prevent an individual from volunteering at the organisation and we will follow the process detailed in our Policy Statement on the Recruitment of Ex-Offenders.

Community volunteers and placement students will receive induction and safeguarding training. This training is mandatory to ensure applicants are adequately prepared for their voluntary roles before they start with Salford Foundation.

Community volunteers and placement students will receive support from the People team to complete paperwork that will enable them to volunteer with Salford Foundation. They will receive a copy of the volunteer agreement, specific to their role and regular commitment.

The People Manager will introduce the community volunteer or placement student to a staff member within the relevant service area, e.g. Targeted Adult Services. This staff member will act as a main point of contact for the volunteer as they start working with the team.

Support for volunteers

Community volunteers and placement students will receive supervision meetings during their time volunteering at Salford Foundation. They will be invited to meetings once a quarter, either group supervisions or one-to-one meetings with the line manager for their area and/or the People Manager. Volunteers can request meetings more frequently if they wish.

Volunteers will receive out-of-pocket expenses for costs incurred during their time at the organisation. Salford Foundation will provide a reference to volunteers who have completed a placement with us or those who have volunteered with us for a minimum of six months, once we feel we have known volunteers long enough to comment on their suitability for work and other volunteering.

Volunteers will benefit from reward and recognition initiatives during their time at Salford Foundation. We want to highlight the incredible work volunteers do and take the time to show our appreciation.

Employee volunteers

Employee volunteers are typically involved in supervised activities at the organisation, which tend to take place on one single day. As these opportunities are short-term, there are less steps involved in the recruitment process and less paperwork they are required to complete. Employee volunteers will express an interest in volunteering activities via their employer. Salford Foundation will brief employee volunteers on the activity they are taking part in, covering all bases such as safeguarding, boundaries, EDI (equality, diversity and inclusion) and health and safety.

Ex-clients who wish to volunteer with Salford Foundation

Past beneficiaries of Salford Foundation may want to give something back to the organisation through volunteering. We request that individuals wait six months since they last used the service before they submit a volunteering application, we believe this will help the ex-client have time to reflect, gain a different perspective and then re-align into a new role at the organisation.

Safeguarding

Everyone has a duty to ensure that all children, young people and adults accessing our building and services are safe and free from threat of harm or abuse. We wish to take every possible precaution to protect all children, young people and adults who visit, volunteer, or work at the organisation from the threat of harm or abuse.

Salford Foundation's Safeguarding Policy and associated procedures ensure that any suspicion of harm will be responded to promptly and appropriately in line with national standards of good practice. All volunteers will be made aware of safeguarding procedures through briefings, training sessions, and information available from the Team Leader/Manager in your area.

Confidentiality and data protection

All volunteers will be asked to comply with our policies concerning confidentiality and data protection. Salford Foundation complies with the General Data Protection Regulations (GDPR) and will treat in confidence the information it holds about volunteers. Volunteers have the right to request to see all information held about them by Salford Foundation.

Volunteer information will be stored in a safe and secure location and will not be kept for longer than necessary in accordance with our Record Retention and Destruction policy.

Dealing with concerns

Salford Foundation has developed the following process to ensure there is support in place for occasions where a volunteer wishes to raise a concern, as well as outlining the steps we will take when a concern is raised about a volunteer.

In the first instance, we encourage all volunteers to speak to their main point of contact at Salford Foundation if they are unhappy with their role, another person in the team, or any other concern that is impacting their ability to volunteer. They may wish to speak to the People team if the concern relates to their main point of contact, please contact us on volunteer@salfordfoundation.org.uk

If the volunteer wishes to escalate the matter, they will be advised to explain their concern in writing to the People Manager, who will aim to respond in 10 working days. Please contact us in this instance on people@salfordfoundation.org.uk This will be treated in strictest confidence. If the volunteer is not satisfied with the response, the concern can be escalated to the Chief Executive within 28 days of receiving the first response.

If a concern is raised about a volunteer's conduct, the volunteer may be asked to pause their volunteering until a meeting has taken place to discuss the issue at hand. At this meeting, the volunteer may be accompanied by a friend or a colleague and will have the opportunity to share their perspective on the issue.

The volunteer will be notified of the outcome of the concerns meeting within one working day; Salford Foundation may confirm that more time is needed before a decision is made, or a second meeting may be required to discuss the matter further. A possible outcome is Salford Foundation informing the volunteer that they can no longer continue in their role at the organisation. Once they have received the outcome, the volunteer will have the right of appeal to a member of the Senior Management Team (SMT) within 14 working days. The SMT member will respond to this appeal within an additional 14 days and the decision of the SMT member is final.

Leaving Salford Foundation

As volunteering is a non-binding agreement between the individual and the organisation, volunteers can leave Salford Foundation at any time. We will invite volunteers to attend an exit interview meeting, giving them the opportunity to leave feedback that will inform future changes to the volunteering programme at the organisation. We will manage data we hold on former volunteers in accordance with our Data Protection Policy.

Volunteers make it possible for us to carry out the work we do and have a positive impact on communities. We would like to thank our volunteers past and present for helping us make a difference to our clients.

APPENDIX 1

Expenses claim process

Salford Foundation does not expect its volunteers to be out of pocket in regard to legitimate expenditure incurred as a result of their duties on behalf of the Company.

1. How to claim expenses

- a. Volunteers should reclaim their expenses using an expense claim form, available from volunteer@salfordfoundation.org.uk or finance@salfordfoundation.org.uk
- b. The green cells in the volunteer expense form should be completed where appropriate, including the volunteer's name, date of claim and each item listed individually in the table. The totals will automatically complete.
- c. All expenses should be reclaimed at the earliest opportunity and within one month of being incurred. Expenses claimed more than three months in arrears are likely to be rejected.
- d. All expenses should be submitted to finance@salfordfoundation.org.uk for processing and payment.
- e. Once Finance have obtained the relevant authorisation for a claim from the team leader in your area, payment will be made.
- f. Payments will be paid into the volunteer's nominated UK bank account. The bank account Name, Sort Code and Account Number should all be provided with a volunteer's first claim. This account will then be used for all subsequent claims unless notified. The bank account must be in the name of the volunteer. No payment will be paid by cash.
- g. Expense claims, other than mileage, should be supported by scanned copies of the relevant receipts.

2. Travel-related expenses that can be claimed

- a. Rail and road travel:
 - i. All tickets should be made in economy/standard class.
- b. Mileage:
 - i. You are entitled to claim back a mileage allowance associated with legitimate miles travelled to perform your duties.
 - ii. You can claim up to 45p/mile (or 24p/mile for motorcycles; 20p/mile for cycles)
 - iii. You must be insured for using your vehicle.
 - iv. When claiming mileage expenses please provide information about your journey including the postcodes of your "Starting Location" and "Destination". You must use a recognised source (e.g. Google Maps) to calculate your mileage. Claims should usually be for the shortest distance however this is at the discretion of the Line Manager/Financial Manager.
- c. Car parking:
 - i. Car parking will be reimbursed for locations where no onsite car park is available.