

VOLUNTEER MANAGEMENT POLICY

VOLUNTEERING WITH WEST SUFFOLK HIVE CIC

Volunteers are vital to West Suffolk Hive CIC in every area of our work. Volunteers bring experience and skills to our sessions and allow us to provide a broader range of activities to a wider demographic of our community. As a not-for-profit organisation we rely on membership subscriptions and grant funding to provide environmental education, wellbeing and other outdoor events both at our site and within the wider community.

WHO IS THIS POLICY FOR?

Volunteers support West Suffolk Hive CIC by giving their time to carry out roles which have been agreed with the organisation. The volunteering relationship is based on trust and does not involve the obligations associated with employment. No payment, other than the reimbursement of agreed expenses, is made by West Suffolk Hive CIC to people who give their time as volunteers.

This policy is intended for West Suffolk Hive CIC volunteers who have accepted an agreed role with the organisation. It outlines the principles on which the relationship between volunteers and the organisation is based and provides basic information about volunteering with us.

RECRUITMENT

West Suffolk Hive CIC welcomes and respects the breadth of experience, skills, dedication and goodwill that volunteers bring. Informal interviews are carried out to ensure that applicants are suitable for the role in question. We will base our selection on the ability of each applicant to fulfil the role concerned, taking into account any effect volunteer may have on the safety of all parties, our brand and reputation.

AGE

In most cases you will need to be over 16 years of age to volunteer independently and under 18s will be asked for parental consent. Younger people may get involved in some aspects of volunteering with us if they are accompanied by a responsible adult. We do not have an upper age limit for volunteers but there may be situations that require us to ask someone to stop volunteering – for example when health issues are considered a risk to the person concerned or others around them.

GETTING STARTED

Welcome to the team! We want to make sure you have everything you need to get started so we'll provide you with either an induction or access to useful materials and information.

EQUAL OPPORTUNITIES AND DIVERSITY

You will be volunteering in an organisation that is committed to equal opportunities and diversity. This commitment is reflected throughout the organisation's policies and procedures.

RESPONSIBILITIES AND EXPECTATIONS

We want you to enjoy volunteering with us and we take our responsibilities towards you very seriously. As a Hive volunteer, you will also be a representative of the organisation and, as such, we ask that you act appropriately.

West Suffolk Hive CIC 

www.westsuffolkhive.org.uk

WEST SUFFOLK HIVE CIC'S RESPONSIBILITIES:

- To offer equal opportunities to everyone who wants to volunteer
- To match your skills and experiences with the right role for you wherever possible, listening to your motivations and aspirations
- To offer appropriate training and support for your role
- To celebrate success and recognise loyalty and dedication
- To respect all our volunteers and listen to what you have to say, consistently encouraging two-way communication
- To provide information about the organisation's values, policies and procedures
- To reimburse agreed out-of-pocket expenses
- To make necessary arrangements to ensure your health, safety and welfare as a volunteer
- To encourage a positive and friendly atmosphere
- To provide access to trained members of staff, to support, guide and advise you

OUR EXPECTATIONS OF YOU AS A VOLUNTEER:

- To aim for high standards of efficiency, reliability and quality in your volunteering
- To work in partnership with other volunteers, staff and the general public
- To support, respect and adhere to our organisational policies, guidelines and management decisions – including all aspects of equal opportunities, health and safety, data protection and use of our brand
- To always consider and protect West Suffolk Hive CIC's good reputation in your actions and conduct
- To act responsibly and within the law
- To let us know first if you have any problems so that we can find a solution together
- To let us know if there are changes in your personal circumstances that may affect your volunteering
- To have the best possible experience by getting involved and enjoying your volunteering

HEALTH AND SAFETY

We are committed to ensuring your wellbeing and safety whilst you are volunteering and, in turn, we expect our volunteers to contribute to maintaining a safe working environment.

All volunteers at West Suffolk Hive CIC must:

- Take reasonable care for the health and safety of yourself and other persons who may be affected by your actions or omissions
- Co-operate with staff by assisting them to fulfil their statutory duties
- Follow our health and safety policy and measures put in place by West Suffolk Hive CIC or any organisation whose premises you may be working on
- Report accidents/incidents or dangerous circumstances to a paid member of staff, whether or not any person has been injured
- Be aware of actions to take when an emergency situation arises and who to contact for support

DATA PROTECTION AND CONFIDENTIALITY

We take great care to protect your information as part of our data protection responsibilities. As a volunteer, we expect you to protect any personal or confidential information to which you may have access.

EXPENSES

Volunteers may request reimbursement of reasonable out-of-pocket expenses when agreed with Steph or Claire in advance. Receipts or tickets will be required.

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INSURANCE

West Suffolk Hive CIC has appropriate types of insurance in place to cover its volunteers. These include employers' liability insurance and public liability insurance in the event of a volunteer being harmed due to the negligence of the organisation, or a third party being injured as a result of the actions of a volunteer whilst performing West Suffolk Hive CIC duties. However, our insurance does not cover your personal belongings.

SMOKING AND SUBSTANCE ABUSE

West Suffolk Hive CIC premises and events are smoke free. No smoking is allowed in or near our site. Volunteers are asked not to smoke when wearing a badge, branded clothing or anything that would identify you with the organisation. Volunteering whilst under the influence of alcohol or drugs will not be accepted.

TRAINING AND DEVELOPMENT

You will have access to training or information to help you successfully carry out your volunteering role. You will be offered an appropriate induction including information about the volunteering environment and any equipment you may be using in your role. If you choose to take on an additional or alternative role or activity as a volunteer, we will be happy to help you widen or develop your skills and knowledge accordingly.

RESOLVING CONCERNS

If you have any problems or complaints about your volunteering, please talk to Steph or Claire immediately. We take the concerns of our volunteers very seriously and will make every reasonable effort to resolve any difficulties.

SUPPORT AND ADVICE

If you would like further information or advice on any aspect of your volunteering with us, please ask us

FURTHER INFORMATION

West Suffolk Hive CIC recognises your contribution as a volunteer to the vital work of the organisation. This is borne out in the policies and procedures the organisation has developed, which cover both staff and volunteers in their work.

- Equal Opportunities Policy
- Data Protection Policy
- Safeguarding Policy
- Health and Safety Policy

If you would like a copy of any of the above documents, please email stephanie@westsuffolkhive.org.uk

Date policy completed: 7th April 2024

Completed by: S Holland

Date review due: 7th April 2025

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