

# **DIY Theatre Company Volunteer Policy**

## **Principles and values**

DIY Theatre Company welcomes volunteers.

This policy will:

- let volunteers know how we will ensure fairness and consistency.
- enable volunteers to know where they stand.
- offer security in terms of knowing how they will be treated.
- help staff and volunteers understand each other's roles.

## **Who is a volunteer?**

Volunteering is “an activity that involves spending time, unpaid, doing something that aims to benefit the environment or someone (individuals or groups) other than, or in addition to, close relatives”.

A volunteer in DIY is a member of the public who undertakes tasks, which complement the work of paid staff in achieving our aims.

## **Recruitment**

Anyone approaching DIY offering their services as a volunteer will be asked to complete an application form. If suitable, they should be interviewed. If the volunteer will be working with vulnerable people, both references and a Disclosure and Barring Service (DBS) check will be needed.

If it is decided that the person is not suitable for the volunteering role they have applied for, they will be given an explanation why. They should also be advised of other opportunities, as appropriate (signpost to Salford CVS).

## **Volunteer agreement**

A volunteer agreement, rather than a contract of employment, will be drawn up. This will outline the tasks the volunteer is expected to undertake. The tasks should be as fulfilling as possible, and described clearly in order to set boundaries. However, there should also be a degree of flexibility. This will allow volunteers to develop or re-negotiate their role.

Volunteers should not be used to replace departing staff members.

## **Induction**

Volunteers will have an induction that includes:

- an introduction to staff, other volunteers and members they will be working with.
- an explanation of relevant procedures.
- shown where the various facilities are.
- training for their duties, where necessary.

## **Support**

Volunteers will be supported both informally, by encouragement and feedback, as well as formally. Volunteers will have regular supervision (at least quarterly). Formal supervision allows their work and training needs to be assessed. Possible changes to their tasks can then be considered. The volunteer can also address any concerns.

## **Expenses**

Payment of expenses ensures that potential volunteers are not excluded due to financial reasons. Out of pocket expenses will be paid to volunteers on production of receipts, for:

- postage
- special equipment
- travel costs

## **Insurance**

Should anything happen to volunteers whilst carrying out their duties, they are covered by DIY's public liability and employer's liability insurance. Volunteers should not be expected to use their own vehicle for undertaking voluntary duties unless they are appropriately insured and the documentation has been checked.

## **Health and safety**

As well as making volunteers aware of the health and safety policy, a risk assessment will be carried out. This will be in relation to the duties the volunteer will be undertaking. DIY has a duty of care to avoid causing harm to volunteers.

## **Equal opportunities and diversity**

Our commitment to anti-discriminatory practice extends to volunteers.

## **Complaints**

Volunteers have a right to use DIY's Compliments and Complaints procedure, if something causes them concern. Similarly, a volunteer may act in an inappropriate manner, or a complaint may be made about them. Any complaint will be fully investigated, in accordance with this procedure.

## **Confidentiality**

Volunteers are bound by the same confidentiality requirements as paid staff. **They should sign a confidentiality agreement.**

## **Record keeping**

A file will be made up for each volunteer, which should contain:

- Application form
- Confidentiality agreement
- DBS check
- Emergency contact details
- Induction record
- References
- Supervision record
- Training record

### **Salford's 100 Hours Recognition Scheme**

The 100 Hours scheme aims to recognise the valuable contribution that volunteers are making in Salford by awarding a Certificate of Recognition signed by the Mayor of Salford for those who have given 100 hours to volunteering. Volunteers will be encouraged and supported if they want to register for the scheme.

**Policy approved by the board on 20<sup>th</sup> MAY 2014**