

# VOLUNTEER POLICY



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## 1. POLICY STATEMENT

At Nightlife Outreach, we believe that all venerable and young people should have the chance to succeed. We help 18-60-year old to build their confidence, take part in courses to develop their skills and try new skills, and express themselves through art.

Volunteers play a crucial role in helping achieve our mission and we could not achieve our goals without their hard work. We are incredibly grateful for their support and want to make sure all our volunteers have a safe, rewarding and enjoyable experience.

The Volunteer Policy recognises the significant and valuable role volunteers play in supporting young & venerable people.

This policy reflects our commitment to volunteering at the Charity and sets out a framework of procedures and best practice, which we will endeavour to follow when recruiting and working with our volunteers, to ensure that both volunteers' and the charities expectations are met.

The policy is for volunteers recruited by The Charity and colleagues working with those volunteers. It will be provided to all volunteers at the time of their induction with Nightlife Outreach.

Responsibility for this policy rests with Nightlife Outreach

## 2. VOLUNTEERS – DEFINITION

A Nightlife Outreach volunteer is someone who, unpaid and of their own free will, chooses to give their time, energy, skills and expertise to support Nightlife Outreach in achieving its aims.

The arrangement is voluntary on both sides.

The charity's relationship with volunteers is based on trust and is not intended to have the obligations associated with employment. No payment, other than the reimbursement of agreed out-of-pocket expenses, is made by Nightlife Outreach to people who give their time as volunteers.

Nightlife Outreach volunteers support the charity in a number of ways, including:

- Supporting young or vulnerable people; for example, by mentoring young people or delivering our courses.
- Partnering with colleagues; for example, by providing administrative support in our offices, helping to deliver strategic projects or coaching our colleagues.
- Championing the Charity by helping to spread the word and connecting us with communities and partners.
- Raising funds; for example, by helping to run events, promoting the ways to give money and connecting us with their networks.
- Building the community; for example, by helping to recruit, train or support other volunteers. We expect our volunteers to always aim to live the values of the Charity by being:
  - Approachable – open minded and value diversity
  - Non-judgemental – focus on the potential not the past
  - Inspiring – lead by example
  - Empowering – enable positive change
  - Passionate about The Charities goals and delivering excellence

### **3. OUR VISION FOR VOLUNTEERING**

We believe that by harnessing the passion and skills of our volunteer community, we can achieve more for young & vulnerable people. We are committed to engaging volunteers in this mission wherever possible.

We are committed to making Nightlife Outreach the best organisation to volunteer with.

To ensure that volunteers are at the forefront of everything we do, we aim to:

- Ensure that our volunteers understand what we expect from them, and what they can expect from us in return.
- Attract volunteers with the right skills to support young and vulnerable people and the charity.
- Deliver a leading volunteering experience, through processes and ways of working, which makes it enjoyable and easy to support us.

### **4. EQUALITY AND DIVERSITY**

Nightlife Outreach is committed to building a diverse organisation that is responsive to the needs of young and vulnerable people. Nightlife Outreach is also committed to equal opportunities at all stages of recruitment, selection and volunteering. Short-listing, interviewing and selection of volunteers 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.

This commitment is reflected throughout the charity's policies and procedures. The charity will not condone, accept or ignore any forms of discrimination or unacceptable behaviour.

## **5. SAFEGUARDING**

Nightlife Outreach believes that all children, young people and vulnerable adults have the right to protection from harm, abuse and exploitation. The Safeguarding Policy will be shared with all new volunteers to the charity as part of the onboarding process, the charity Code of Conduct.

Nightlife Outreach code of conduct provides clear guidance on the behaviour expected of all volunteers and other representatives in all activities with children, young people and vulnerable adults, whether they are delivered face to face or online.

Where Nightlife Outreach feels it is necessary, failure to meet the obligations of the Safeguarding Policy and the Code of conduct, may lead to a volunteer being asked to step back from volunteering temporarily or permanently, or other appropriate action.

Volunteers taking on roles that are eligible for a Disclosure and Barring Service (DBS) check, or equivalent, will be required to undertake a relevant check. If required, this will be made clear on the volunteer role description and during the application process.

We welcome volunteers from a range of different backgrounds and having a criminal record will not necessarily bar someone from volunteering with us. This will depend on the nature of the position and the circumstances and background of their offence.

## **6. RECRUITMENT**

Nightlife Outreach will collect information on all prospective volunteers during the recruitment and selection process. Additionally, volunteers might be required to attend an informal interview to provide relevant information and explore their aspirations and the experience they can bring to The Charity.

It is important for all involved to appreciate that the interview is not a competitive process, and the sole selection criteria is suitability for the role. A personal reference might be required and taken up to help confirm suitability for volunteering and for specific roles. All our regular volunteers must read and agree to the Volunteer Commitment which outlines what is expected from the volunteer and what they can expect from The Prince's Trust.

In commencing their role, the volunteer commits to the aims, values and key policies of Nightlife Outreach. They also commit to delivering the key tasks outlined in the relevant role description. This Volunteer Commitment does not and is not intended to create a contract of employment between Nightlife Outreach and volunteers.

When appointed, an appropriate named contact for that role will lead on the relationship management of the volunteer. The named contact is responsible for guiding and supporting the volunteer in their role and should be available to discuss any aspect of the volunteer's role.

A volunteer will be informed in writing (letter or email) if their Nightlife Outreach contact changes.

## **7. TRAINING AND SUPPORT**

Volunteers will have a valuable set of skills, knowledge and attitudes gained from their education, work, previous volunteering, and life experiences. To help ensure that volunteers are appropriately equipped for their role, each volunteer must undergo the appropriate induction and training process prior to commencing their role, alongside continuous training, where appropriate, whilst volunteering with Nightlife Outreach.

Each volunteer will be provided with relevant management and support. This might include regular, appropriate and mutually agreed contact. Nightlife Outreach will also provide appropriate recognition and occasions to celebrate volunteers and their work, on an individual and group basis, according to specific role(s), commitment and length of service.

## **8. HEALTH AND SAFETY**

Volunteers must take reasonable care of themselves and others while volunteering for Nightlife Outreach, and follow any health and safety advice and instruction given for their role.

Volunteers should cooperate with Nightlife Outreach on health and safety matters, and immediately report accidents/incidents (including near misses – accidents/incidents that may have led to injury).

Volunteers should not intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare.

Nightlife Outreach will ensure that all volunteers are provided with the appropriate information, supervision and training required to enable them to complete voluntary work safely. This includes providing suitable systems and procedures and guidance is outlined in The Health and Safety Policy.

## **9. EXPENSES**

The work of Nightlife Outreach is critically dependent on our extensive network of volunteers. We are very grateful to the vast number of volunteers who do not claim expenses; however, we will always look to reimburse reasonable expenses if there are financial barriers to volunteering.

Please note that we will only reimburse expenses if previously agreed with the volunteer's named contact, based on their assessment of Nightlife Outreach's requirements and the available budget.

## **10. INSURANCE**

Nightlife Outreach provides Employers Liability, Public Liability and Professional Indemnity cover for all volunteers whilst working on nightlife outreach activities.

The insurance will not cover unauthorised actions or actions outside the volunteering agreement.

## **11. DATA PROTECTION AND CONFIDENTIALITY**

Nightlife Outreach will protect volunteer information in accordance with the relevant data protection legislation including the General Data Protection Regulation (GDPR).

Data will be held securely and confidentially and will only be accessed by authorised individuals.

We expect all volunteers to comply with Nightlife Outreach's Data Protection Policy and associated policies. When using Nightlife outreach's devices or IT systems as part of their role, volunteers must read, understand and sign up to our Information Security Policy prior to starting their role.

When volunteering with Nightlife Outreach, volunteers are likely to become aware of confidential information about Nightlife Outreach, its young people supported by the charity and third parties.

All volunteers are required to maintain confidentiality and should not disclose the organisation's information during their volunteering services and any time afterwards.

## **12. INTELLECTUAL PROPERTY**

When signing our Volunteer Commitment, a volunteer assigns, by way of future assignment to Nightlife Outreach, all Intellectual Property created by them as part of their role as a Nightlife Outreach volunteer or credited to them during the term of their volunteering, provided that the assignment shall not include intellectual property which is not connected in any way whatsoever whether directly or indirectly with their volunteering.

## **13. FEEDBACK AND COMPLAINTS**

Although Nightlife Outreach makes every effort to ensure that any experience of volunteering with us is positive and rewarding, we recognise that volunteers at times may experience difficulty within their role or they may want to share feedback or raise an issue with a member of staff or another volunteer.

In the first instance, volunteers should talk to their named contact or the Volunteering Development Team at [info@nightlifeoutreach.co.uk](mailto:info@nightlifeoutreach.co.uk) to try to resolve the issue, get advice or share feedback.

We will make every reasonable effort to resolve difficulties at an early stage and we always review feedback and learn from it. However, where the areas of concern cannot be resolved by these means, please refer to our organisational Feedback and Complaints Policy.

There may be occasions where named contacts may have concerns around a volunteer's behaviour or approach. In this case, staff contacts will approach the volunteer directly to discuss any concerns they may have amicably and openly and resolve difficulties at an early stage.

## **14. LEAVING THE CHARITY**

Volunteers are free to cease volunteering with Nightlife Outreach at any time by speaking or writing to their named contact.

When deciding to finish volunteering with us, we ask that volunteers give us as much notice as possible to help us organise alternative arrangements.

Upon leaving a volunteer role, we may offer an exit interview to reflect on their experiences and improve our volunteer opportunities. There are many different ways to support young and vulnerable people through Nightlife Outreach and so we encourage volunteers to stay in touch and get involved in the future.

There may also be times when Nightlife Outreach will ask a volunteer to cease volunteering. This may be because the role no longer supports the needs of the organisation and its current work, or because the volunteer is no longer able to satisfactorily carry out a particular role. When this happens, we will endeavour to give as much notice as possible to the volunteer and try to find an acceptable alternative role. In all cases, the volunteer will be treated fairly, with dignity and respect.