

# Action for Health, Education and Development (AHEAD)

## VOLUNTEER POLICY

### 1.0 Introduction.

1.1 The Action for Health, Education and Development (here after referred to as (AHEAD) recognises that volunteers' help makes an appropriate and significant contribution to the work and service objectives of AHEAD. This Volunteer Policy defines the terms and sets out the principles, practices and procedures which AHEAD will follow in the appointment, management and control of volunteers.

### 2.0 Definition.

2.1 Volunteers may be described as individuals who put their experience, knowledge, and skills at the disposal of an organisation, free of charge, with the primary aim of helping the organisation to achieve its service objectives and/or with the primary aim of bringing some benefit to the community. In this sense, volunteers are to be distinguished from students, other work placements and secondees, where the primary aim is usually for the student or secondee to obtain certain work experiences or to carry out work or research in certain areas.

### 3.0 Principles

3.1 In appointing volunteers AHEAD will adhere to the following principles: --

(a) Volunteers will not be engaged in work which facilitates the loss of an existing employee's post, nor on any tasks or project which (within the past two years) were done by paid employees whose posts have since been deleted;

(b) Volunteers will not be used to do the work of paid staff during an industrial dispute;

(c) Current AHEAD employees will not be engaged as volunteers at AHEAD.

### 4.0 Recruitment of Volunteers.

4.1 Volunteers will be selected through the following process:

4.2 STEP 1: The following items must be determined before a proposed volunteer placement at AHEAD is implemented

(a) A Role Description, outlining the specific tasks, responsibilities and reporting lines of the volunteer

(b) Terms and conditions including the duration, hours, expense, insurance etc., relating to the placement;

(c) A specification, outlining the relevant experience, skills, knowledge, abilities and equal opportunity awareness necessary to carry out the role effectively.

4.3 STEP 2: The prospective volunteer will be invited to a Panel meeting with the intended line manager and the Co-ordinator or her/his representative. Using the Role Outline and the Specifications, the parties will engage in a two-way discussion of the proposed role, of its requirements and of each other's expectations, with a view to assessing mutual suitability. Following the meeting, the AHEAD representatives will make a decision within one-week regarding the individual's suitability for the particular role.

4.4 STEP 3: Prior to commencing their placement at AHEAD successful volunteers must provide a reference from a suitable person (excluding relations) attesting to their character and suitability for the position.

4.5 STEP 4: Prior to commencing their placement at AHEAD each successful Volunteer shall be formally allocated to a particular employee who will manage and supervise the volunteer throughout the duration of her/his placement. AHEAD's responsibilities will include ensuring that the volunteer receives the following :-

- (i) a planned induction to AHEAD
- (ii) regular supervision and support sessions;
- (iii) positive feedback on their contribution;
- (iv) adequate office accommodation, equipment and services to perform their tasks effectively.

## 5.0 Equal Opportunities

5.1 AHEAD recognises that the activity of volunteering can provide a volunteer with experiences and opportunities for self and career development. In accordance with AHEAD's Equal Opportunity, volunteer placements at AHEAD will therefore be open to individuals irrespective of race, gender, disability, sexuality, age, or marital status. In addition, the specification must set out the equal opportunity dimensions and any specific equality requirements of the role. Where, during the Panel Meeting (see paragraph 4.3 above) a prospective volunteer demonstrates hostility to, or a clear lack of support for equal opportunity policy, she/he will be deemed to be unsuitable for a volunteer position at AHEAD.

## 6.0 Termination

6.1 Where appropriate, the role and placement of the volunteer may be terminated by the Co-ordinator at one weeks notice, or immediately, where behaviour equivalent to gross misconduct has occurred. In all cases, the volunteer will be entitled to an explanation of the decision and action taken. The Co-ordinator will report any such terminations to the Chair of the Management Committee.

## 7.0 Discipline and Grievance

7.1 Volunteers will not be subject to AHEAD's disciplinary procedures. Correspondingly, volunteers will not have access to AHEAD's grievance procedures. However, volunteers will be entitled to use AHEAD's Complaint Procedure. Where appropriate, the complaint will be investigated fully by the Co-ordinator or her/his representatives.

## 8.0 Expenses

8.1 Volunteers will be entitled to reimbursement of travel and lunch expenses, but may not receive payment for any reason.

## 9.0 Insurance

9.1 Volunteers will be covered by AHEAD's Public Liability Insurance.

## 10.0 Training and Involvement

10.1 Where a volunteer is based at AHEAD on a day to day basis she/he will be expected to be involved and included in general staff activities, such as staff meetings and to have general access to AHEAD's offices. Such volunteers will be entitled, subject to affordability, to undertake training at AHEAD's expenses.

## 11.0 Monitoring and Review

11.1 It will be the responsibility of the Co-ordinator to regularly review the operation of AHEAD's Volunteer Policy to ensure that it is in accordance with AHEAD's Equal Opportunity Policy.