

# East Sussex Community Voice

## Volunteer Policy

### Policy Schedule

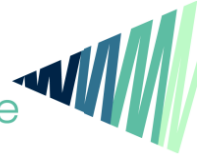
Version	Date of next review by ESCV Board	Date of adoption by ESCV Board
1	n/a	July 2021
2	July 2023	January 2024
3	January 2026	
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### 1. Policy Statement

- 1.1 East Sussex Community Voice (ESCV) is committed to involving a diverse range of volunteers to support our work within the community. Volunteers are important in helping us achieve our aims and bring a wealth of expertise, knowledge, experience and skills. Our volunteer roles aim to provide volunteers with a rewarding, worthwhile and enjoyable experience.
- 1.2 This policy sets out the principles of how we involve volunteers, and what volunteers can expect by way of support whilst volunteering with us.
- 1.3 A volunteer is anyone who freely chooses to support East Sussex Community Voice, by giving their time, skills and expertise without financial remuneration beyond out-of-pocket expenses, to help deliver our activities or services.
- 1.4 Listed below are our principles relating to a range of areas that underpin volunteer involvement in our activities.

### 2 Recruitment of volunteers

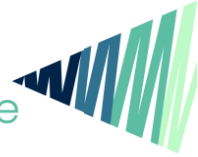
- 2.1 We are committed to equality, diversity and inclusion at all stages of recruitment and selection of our volunteers. Volunteer recruitment (shortlisting, interviewing and selection) will always be carried out without regard to protected characteristics: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.



- 2.2 We endeavour to ensure that all volunteering opportunities are accessible to people from diverse backgrounds, by ensuring that they are available in various formats and shared on a variety of platforms.
- 2.3 Volunteer role descriptions are available to outline the types of volunteering opportunities available. These role descriptions should be regularly reviewed to ensure that they remain relevant.
- 2.4 We will work with people to understand and remove barriers to volunteering and regularly review our volunteering involvement practices to ensure we are inclusive and that people from all sections of the community can volunteer. We will make reasonable adjustments where possible to meet the access needs of potential volunteers.
- 2.5 Prospective volunteers will be asked to complete a simple application form and invited to take part in an informal discussion with one of our volunteer and engagement staff members to share their aspirations and experiences, and learn more about the role they have applied for. This will not be a competitive process; we are seeking to determine whether a person is suitable for the role. The potential volunteer will also be thinking about whether East Sussex Community Voice is the right fit for them.
- 2.6 Two written references will be required to help confirm suitability. For some roles which fall within the scope of regulated activity, we will also seek a Disclosure and Barring System (DBS) check.
- 2.7 Once all background checks and induction training are completed, and suitability is agreed, then a volunteer can be confirmed as part of the team.
- 2.8 Each volunteer will have a named contact from the engagement team who will provide guidance and support throughout their time volunteering at East Sussex Community Voice. Named contacts will be allocated after all volunteers have completed their induction.

### **3 Induction and training**

- 3.1 We recognise volunteers bring with them a wide range of skills and knowledge. However, to ensure that all volunteers are equipped for the role, each will undergo an induction and training process prior to appointment and will attend refresher training on a three-year cycle.



**3.2** Induction will include information on the following areas:

- Claiming expenses
- Code of conduct
- Conflicts of interest
- Health and Safety
- Confidentiality

**3.3** We provide training for all new volunteers on:

- Safeguarding
- Equality, Diversity, and Inclusion
- General Data Protection Regulations (Data Protection)

**3.4** An introduction to East Sussex Community Voice and role specific training will also be provided. Where appropriate an introduction to specific programmes will also be undertaken. For example, Healthwatch England has an [online induction module for volunteers](#). Additional information and support are available in our Volunteer Handbook

## **4 Expenses**

**4.1** We will reimburse volunteers for reasonable out of pocket expenses, supported by valid receipts and claim forms, in accordance with the Volunteer Expenses section of the ESCV Finance policy.

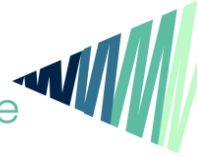
## **5 One-to-ones and support**

**5.1** Each volunteer will have a designated member of the East Sussex Community Voice team to support them. This will include regular mutually agreed contact, and an annual review, both of which will provide opportunities for the volunteer to discuss their role, share feedback and raise development and support needs. East Sussex Community Voice also provides support from experienced volunteers who act as a ‘buddy’ in the first 12 weeks of your volunteering.

### **5.2 Health and safety**

**5.2.1** All volunteers will be provided with the appropriate information and training to complete their volunteer activities safely.

**5.2.2** Volunteers must take reasonable care of themselves and others while volunteering for us, and follow the guidance given to them for their role.



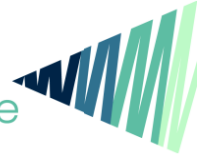
- 5.2.3 East Sussex Community Voice provides Employee Liability and Public Liability cover for all volunteers whilst working on East Sussex Community Voice activities.
- 5.2.4 Risk assessments are carried out by ESCV staff before any volunteer activity takes place to ensure we are aware of (and where possible, mitigating) any potential risks.
- 5.2.5 East Sussex Community Voice does not provide motor insurance cover. Volunteers must hold appropriate motor insurance cover if they use vehicles while volunteering. We recommend volunteers talk to their insurance company to confirm this. Volunteers will be asked to sign to confirm they have appropriate cover before we can reimburse mileage costs. The National Council of Voluntary Organisations (NCVO) has [information](#) on this issue.

## 6 Confidentiality and data protection

- 6.1 All volunteers will be asked to comply with our Confidentiality Policy.
- 6.2 East Sussex Community Voice 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 or amend all information held about them by East Sussex Community Voice or request its deletion.
- 6.3 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 and Retention Policy.

## 7 Problem solving and complaint procedures for volunteers

- 7.1 We aim to make volunteering a positive experience for volunteers, but we know that sometimes problems can occur. Wherever possible, problems will be resolved through informal means, and volunteers are encouraged to raise any concerns they may have with the engagement team, the Volunteer and Engagement Manager, the Executive Director or Chair of ESCV as appropriate.
- 7.2 We have a procedure to help resolve problems that may arise, which ensures fair and equitable treatment and can be found in the volunteer portal.



- 7.3 For one reason or another people stop volunteering. This may be due to finding employment, starting a new volunteering role at another organisation or change in circumstances. In all these, and other cases, we aim to provide a positive end of role experience for each volunteer as they move on from East Sussex Community Voice.
- 7.4 We will have an exit discussion to hear your experiences and learn from these experiences.
- 7.5 If we cannot establish contact with a volunteer for a period of 6 months, we may remove them from our volunteer mailing list and no longer contact them with details of volunteering opportunities or activities.

## **8 Equality, diversity and inclusion statement**

- 8.1 We are committed to building a diverse organisation that is responsive to the needs of all members of our local community.
- 8.2 All East Sussex Community Voice volunteers are entitled to be treated with dignity and respect in accordance with our Equal Opportunities Policy.
- 8.3 Volunteers are also responsible for treating people, including service users and East Sussex Community Voice staff with dignity and respect.

## **9 Review of policy document**

- 9.1 Our Board will review the effectiveness of the Volunteer Policy every two years. Any amendments to this policy will require a simple majority of board members voting in favour.
- 9.2 The amended policy document will be published on the website of East Sussex Community Voice as soon as is practicable.