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**Chase Meadow Community Centre**

**VOLUNTEER POLICY**

The objective of this policy is to create a framework that enables volunteers to understand and become a central part of Chase Meadow Community Centre (CMCC). To have the same rights, opportunities and responsibilities as each other.

1. **The role of the volunteer**

The general purpose, objectives and tasks involved in a volunteer’s role will be agreed with each volunteer and will normally involve but not be limited to some or all of the following:

* becoming an active member of the management committee
* an occasional helper for activities and/or events
* a keyholder who can open/close the centre
* be based at the centre for some time each week to handle enquiries
* to help with fundraising.

**Volunteers and employees of CMCC have a right to be treated with dignity and respect by colleagues, hirers and centre users.**

1. **Initial meeting**

a) All prospective volunteers should be invited to meet with the current team of volunteers so an open and honest discussion can be held to inform the new volunteer of the history and position of the Centre, including what work needs to be undertaken by volunteers. The new volunteer should consider what times and skills they can offer to the committee and agree what tasks they will undertake. This can be written down if necessary.

b) There are legal restrictions on becoming a trustee /director of CMCC for example those who have already been disqualified as company directors and those who have been convicted of an offence involving dishonesty or deception are some of the people who cannot become trustees. See Charity Commission web site for more details

c) For the credibility and safe running of the group anyone who acts in a way contrary to the best interests of the community and centre cannot and will not be accepted as a volunteer.

d) If volunteers undertake duties which bring them into regular close contact with children and/or vulnerable adults a DBS (Disclosure and Barring Service) check will need to be undertaken so volunteers should disclose any issues which may become apparent by such a check prior to it being done.

1. **Induction**

New volunteers will receive an induction to the centre along with any relevant paperwork to support their role including the Community Centre suite of policies.

1. **Supervision & support**

Currently each volunteer aids and supports one another – there is no formal supervision process in place. Members know and acknowledge the tasks of each other and try to ensure work is delegated fairly and evenly wherever possible. Should any volunteer feel under pressure this should be made known to other members and help offered as soon as it is known – thus avoiding volunteer burn-out or distress. Every volunteer will have contact information of colleagues and can speak formally or informally to anyone on that list if necessary.

1. **Training**

The group is committed to providing appropriate training, which develops both the Community Centre capacity and the individual when appropriate and if funding allows.

1. **Volunteer Expenses**

Volunteers shall be refunded for all authorised out of pocket expenses, this authorisation should be sought in advance from the appropriate budget holder.

1. **Confidentiality**

Volunteers' personal contact information will remain confidential to the volunteer team and should not be divulged to any third party without the express permission of that volunteer. Some volunteers’ information (i.e. Directors) is within the public domain - registered at Companies House and with the Charity Commission - however this does not mean their information can be handed to any third party without approval. All volunteers are expected to maintain the confidence of the centre management committee and users of the centre where appropriate. See also the Confidentiality Policy.

1. **Insurance**

Volunteers have the same insurance cover as centre users and any paid staff (i.e. accident and public & employee liability). If volunteers use their own vehicles for Centre activities or events, they must have comprehensive insurance cover and inform their insurers of this use.

1. **Health and Safety**

Under the Health and Safety at Work Act, volunteers will have the same information as any paid staff. All volunteers and/or staff members will be expected to behave in a manner that does not contravene the Act.

1. **Grievance**

If there is a dispute between volunteers and/or users that cannot be resolved between the parties, the dispute will be directed through the Committee Chair for a three-way discussion to be held to resolve the issue. The Chair can send a delegate on her behalf to the meeting if appropriate. Should no resolution be forthcoming the Chair/delegate will agree the next most appropriate steps which could include, for example, mediation.

1. **Termination**

Any volunteer can resign from their position when they feel the need to do so. Notice of termination would be appreciated so steps can be taken to fill that vacancy. Likewise, CMCC has the right to end a volunteering relationship particularly if a volunteer has contravened any CMCC policy.

**Approved by ………………………………….(Ms Helen Venn) on behalf of the CMCC Management Committee.**

**Dated…………… February 2019**