



# Manchester Young Lives

## Volunteer Policy

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## 1. INTRODUCTION

In general terms, volunteers are expected to comply with all MYL policies and procedures in the same way as employed staff and have an expectation to be managed to those same policies and procedures.

Manchester Young Lives (MYL) aim to provide high quality play, youth and education facilities for children and young people in our City. We are committed to delivering accessible services in an environment that promotes a sense of community and provides young people with experiences that assist them in making positive life choices

In line with this MYL seeks to involve volunteers to:

- Ensure our services meet the needs of the local communities
- Provide new skills and perspectives
- Increase our contact with the local community we serve
- Our aim is to provide a quality and professional experience to all our volunteers

## 2. PRINCIPLES

This policy is underpinned by the following principles:

- MYL will ensure that volunteers are properly integrated into the organisational structure and that mechanisms are in place for them to contribute to MYL's work.
- MYL does not aim to introduce volunteers to replace paid staff.
- MYL expects that staff at all levels will work positively with volunteers and, where appropriate, will actively seek to involve them in their work.
- MYL recognises that volunteers require satisfying work and personal development and will seek to help volunteers meet these needs, as well as providing the appropriate training for them to do their work effectively.

## 3. RECRUITMENT

All prospective volunteers will be required to complete a volunteer application form which outlines their existing qualifications and experience and includes a summary of why they would like to volunteer.

Prospective volunteers will be interviewed to find out what they would like to do, their skills, suitability and how best their potential might be realised. This is usually an informal meeting with a relevant manager.

All volunteers are recruited in line with MYL's safeguarding and safer recruitment policies and will be subject to the same vetting procedures as paid staff.

Volunteers must provide referees and hold a valid enhanced CRB disclosure. Where a placement has been agreed in principle, volunteers will not take up their role until all the necessary checks have been completed.

As a guide, volunteers are expected to commit to a minimum of 2 hours per week over a 12 week period. Although this can be for significantly longer periods.

#### **4. INDUCTION, TRAINING & SUPPORT**

All volunteers will receive an induction into MYL and their own area of work. Training will be provided as appropriate. Where possible volunteers will be entitled to receive additional training on the same basis as paid staff.

All volunteers will have a named person as their main point of contact. They will be provided with regular supervision to feed back on progress, discuss future development and air any problems.

#### **5. EXPENSES**

All volunteers will have their travel and other reasonable expenses reimbursed. These are expenses which are incurred in relation to their work for MYL. Volunteers working a minimum of five hours per day will be able to claim expenses for lunch. Full details of this will be confirmed by the manager responsible for supervising the volunteer.

Volunteers are entitled to receive out of pocket expenses, but may not receive payment for any reason

#### **6. INSURANCE**

All volunteers are covered by MYL's insurance policy whilst they are on the premises or engaged in any work on MYL's behalf

#### **7. HEALTH & SAFETY**

All volunteers are covered by MYL's insurance policy whilst they are on the premises or engaged in any work on MYL's behalf

#### **8. EQUALITY & DIVERSITY**

Manchester Young Lives is committed to promoting and achieving equality of opportunity for all children and young people, parents, staff, volunteers and visitors. We believe that all people are of equal value and are entitled to

equality of opportunity irrespective of ability, disability, sex, race, ethnicity, religion, culture, age, social class, appearance or sexual orientation

Volunteers are expected to have a full understanding of and commitment to MYL's equality and diversity policy.

## **9. CONFIDENTIALITY**

Volunteers will be bound by the same requirements for confidentiality as paid staff. Full details can be found in MYL's confidentiality policy.

## **10. CONDUCT AND BEHAVIOUR**

All volunteers have a responsibility to maintain public confidence in their ability to safeguard the welfare and best interests of children and young people. They should adopt high standards of personal conduct in order to maintain the confidence and respect of their peers, young people and the public in general.

An individual's behaviour, either in or out of the workplace, should not compromise her/his position within the work setting. This means that all volunteers should have full regard for MYL code of conduct and at all times be seen as an appropriate role model for children and young people.

## **11. SAFEGUARDING**

Manchester Young Lives aims to create and maintain a safe environment where all children and adults feel safe, secure and valued and know they will be listened to and taken seriously. Our organisation is committed to 'Every Child Matters' and implements policies, practices and procedures which promote safeguarding and the emotional and physical well being of children, young people and staff.

Manchester Young Lives expects all staff and volunteers to share this commitment. It is recognised that this can only be achieved through sound procedures; therefore MYL carries out rigorous pre employment checks on all volunteers which includes completion of a satisfactory CRB disclosure (enhanced). Volunteers have a responsibility to inform the HR Manager immediately of any changes to their CRB status such as a criminal conviction or caution as this may impact on their suitability to work with children and young people.

## **12. DRUGS & ALCOHOL**

ALL volunteers have a responsibility and must be fully aware of MYL's drugs and Alcohol policy and its implications for themselves and for others.

### **13. COMPLAINTS**

Should a volunteer have any complaint in the course of their volunteering, initially, the comment or complaint should be directed to the appropriate Manager, who should seek to settle the matter at this stage in an informal and satisfactory manner.

If the comment or complaint cannot be rectified at this early stage or the action taken is not considered satisfactorily then it should be re-directed in writing to the address below:

HR Manager  
Manchester Young Lives  
The Addy Young Peoples Centre  
Woodhouse Lane  
Wythenshawe  
Manchester  
M22 9TF.  
TEL: 0161 437-5923  
FAX: 0161 498 6093

An acknowledgement of the complaint will be forwarded within 3 working days followed by a full response within 21 working days.

**MYL VOLUNTEER AGREEMENT**

We expect you:

- To help Manchester Young Lives fulfil its aim in providing high quality play, youth and education facilities for children and young people in our City by your involvement with  
.....(Location)
- To perform your volunteering role to the best of your ability;
- To follow the organisation’s procedures and standards, including safeguarding, health and safety and equality, in relation to its staff, volunteers and clients;
- To maintain the confidential information of the organisation and of its clients;
- To meet the time commitments and standards which have been mutually agreed to and to give reasonable notice so other arrangements can be made when this is not possible;
- To comply with all MYL’s vetting procedures in line with the Safeguarding requirements and obtain an Enhanced Criminal Records Bureau check.

This agreement is binding in honour only, is not intended to be a legally binding contract between us and may be cancelled at any time at the discretion of either party. Neither of us intend any employment relationship to be created either now or at any time in the future.

Signed : ..... (Volunteer)

Date.....

Print Name.....

Signed on behalf of MYL .....

Date.....

Print Name .....