

TLC VOLUNTEERING POLICY DRAFT

TLC Mission Statement

The Lenton Centre will be a social enterprise at the heart of an increasingly vibrant community, attracting and welcoming people from all generations and cultures into a bright, well-designed environment to enjoy a holistic range of learning and health-giving leisure activities.

A friendly sanctuary, the Centre will offer a first point of contact for residents and students, promoting harmony and well being.

Overall policy on use of volunteers

TLC values its volunteers and constantly strives to integrate them and to provide interesting work for them.

Purpose of the volunteer policy

The purpose of the policy is to provide overall guidance and direction to staff and volunteers. The policy does not constitute, either implicitly or explicitly, a binding contractual or personnel agreement.

TLC recognises and values the contribution volunteers make to the organisation. We are continually reviewing our policies to ensure good practice in all areas of our work.

In line with the organisational mission statement TLC seeks to involve volunteers to:

- Enable them to contribute to their community and to benefit from their involvement.
- Ensure our services meet the needs of all our current and prospective users.
- Provide them with opportunities to develop new skills and perspectives.
- Increase our contact with the local community, with the University and with those of any area who feel a connection with TLC.
- Contribute to the provision of services by TLC.

Recruitment and Selection

In order to demonstrate our commitment to volunteers we:

- Offer all potential volunteers an opportunity to make an informed decision about their volunteering.
- Require all volunteers to complete an application form.
- Require all volunteers linked with children or vulnerable adults to undergo CRB clearance. TLC will facilitate this.
- Will endeavour to accommodate all volunteers but for the safety and efficient working of TLC, the Board of Trustees reserves the right to refuse or discontinue a volunteer's services.

Placements

TLC also accepts as volunteers those participating in student community service activities, student intern projects, employee volunteering programmes and other volunteer referral programmes. In each of these cases, however a special agreement must be in effect with the agency, school, company or programme from which the special case volunteers originate and must identify responsibility for management and care of the volunteers.

Recruitment of minors

Volunteers who have not reached 18 [the age of majority] must have the written consent of a parent or guardian prior to volunteering. The volunteer services assigned to a minor should be performed in a non-hazardous environment and should comply with all appropriate requirements of child labour laws.

Expenses

All volunteers will have their travel and other out of pocket expenses reimbursed on the production of receipts, with the prior agreement of their contact person.

Induction and Training

TLC will:

- Provide all volunteers with a copy of their application form signed by their contact person.
- Provide a hard copy of TLC's Volunteering Policy.
- Provide all volunteers with an induction programme appropriate to their volunteering role.
- Enable all volunteers to access TLC website where full information is available.
- Provide any volunteer working with children with a copy of TLC's Child Protection Policy which they will be expected to adhere to.
- Encourage all volunteers to participate in relevant training and development opportunities where appropriate to their volunteering role.

Support

Volunteers will be provided with regular support by a designated person to feed back on progress, discuss future development and air any problems. They will also be provided with an opportunity to discuss how they will benefit from their volunteering and achieve what they want to.

Insurance

All volunteers are covered by TLC's insurance policies whilst they are on the premises or engaged in any work on TLC's behalf.

Health and Safety

Volunteers are covered by TLC's Health and Safety Policy.

Equal Opportunities and Diversity Policy

TLC operates an equal opportunities and diversity policy in respect of both paid staff and volunteers.

Volunteers will be expected to adhere to our equal opportunities and diversity policy.

TLC recognises and respects that some volunteers follow religions which celebrate events and festivals according to calendars other than the Christian one and that this may affect the time they are available to volunteer.

TLC seeks to protect all of its volunteers from harassment and discrimination.

TLC is committed to enabling all volunteers with additional support needs to volunteer at TLC.

Confidentiality

Volunteers will be bound by the same requirements for confidentiality as paid staff.

Volunteers will be asked to sign a copy of the TLC confidentiality policy.