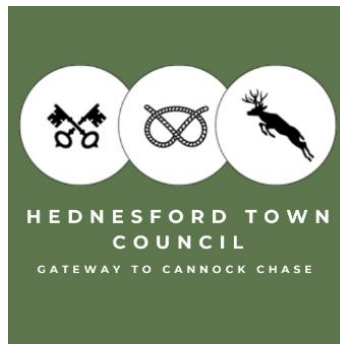


HEDNESFORD TOWN
COUNCIL

GATEWAY TO CANNOCK CHASE

VOLUNTEER POLICY





Written March 2023

Matthew Johnson – Community Officer

To be reviewed March 2026

Hednesford Town Council
Pye Green Community Centre
Bradbury Lane
Hednesford
WS12 4EP

Telephone: 01543 424872

Email: Clerk@Hednesford-tc.gov.uk

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1. Volunteering at Hednesford Town Council

The aim of Hednesford Town Council is to create a fabulous place to live, work and visit.

The role of Hednesford Town Council is therefore informed and driven by the needs and aspirations of local communities.

Hednesford Town Council recognises that volunteering can provide experiences and opportunities for self and career development. Volunteering is open to individuals regardless of age, disability, gender, gender reassignment, marriage and civil partnership, race, religion and / or belief and sexual orientation.

A volunteer is anyone who without financial or material recompense or expectation of, performs an activity or role at the direction or on behalf of Hednesford Town Council. This policy does NOT cover Councillors in their governance capacity, though Councillors may also volunteer outside of Council business.

Hednesford Town Council believes its relationship with its volunteers is one of mutual responsibility and commitment, within which both have rights and responsibilities.

Hednesford Town Council has created a Volunteer Policy to:

- Confirm Hednesford Town Council's commitment to involving volunteers and diversifying its workforce.

- Recognise the contribution volunteers make to Hednesford Town Council.
- Provide a basis for the expansion of volunteer involvement.
- To establish the values, behaviours, and standards of Hednesford Town Council in its involvement with volunteers.
- Ensure decisions are made fairly.
- Clarify volunteer rights and status.
- Clarify the boundaries between staff and volunteers.
- Help to ensure the ongoing quality of both the volunteering opportunities on offer and the activities carried out by volunteers.

2. Benefits of volunteering at Hednesford Town Council

Hednesford Town Council recognises that:

- Volunteers are a major resource and make a vital contribution to our vision. We intend to encourage, develop, and support volunteer involvement within the Town Council.
- Volunteers bring new skills, experiences and perspectives to the Town Council and its activities and can undertake activities that might not otherwise be carried out. Volunteers supplement the service provided, rather than supplant the work of paid employees.
- Volunteers are key to advocating for Hednesford Town Council in the wider community.
- We aim to make the volunteering experience enjoyable and something in which we are able to support volunteers in their professional development.

Experience has shown that volunteering also brings benefits to volunteers themselves and those with whom they work with.

The vision of Hednesford Town Council regarding volunteers is to:

- Enrich the quality of life in Hednesford.
- Addresses social inclusion and greater diversity.
- Encourage self-development and lifelong learning.
- Improve the health and well-being of local residents.

3. Statement of principles of good practice

In involving volunteers Hednesford Town Council will be guided by the following principles of good practice:

- The tasks to be performed by volunteers will be clearly defined, so that all

concerned with their activities are sure of their respective roles and responsibilities. (See Recruitment & Selection)

- All volunteer supervisors will keep records of the work done by volunteers as a basis for monitoring, and volunteers will always have access to their records.
- Volunteering opportunities will compliment not replace the work of paid Employees.
- Risk assessments will be carried out on all areas where volunteers will be working.
- Hednesford Town Council will properly plan and budget for volunteer Involvement.

4. Recruitment & Selection

Hednesford Town Council will recruit volunteers professionally on a pro-active basis, with the intent on broadening and diversifying community involvement.

Volunteers shall be recruited without regard to gender, disability, age, or race.

The sole qualification for recruiting shall be the individual's suitability to perform the designated assignment.

Recruitment and selection of volunteers will also include the following:

- Role descriptions will be produced for each opportunity that requires volunteer support.
- Opportunities for volunteering will be advertised online, through local community groups and organisations and through appeals.
- Written task descriptions will delineate the times and the standard to which voluntary work will be carried out.
- Volunteers will be required to complete a Volunteer Application Form. Support will be offered by the Community Officer to complete this if required.
- Candidates matched to volunteer tasks will be given an informal interview conducted by the Volunteer Manager.
- We will request a minimum of one reference for all volunteers working for the Town Council. Additional checks or references may be required for some roles.
- An individual wishing to volunteer will have their request acknowledged as soon as possible.
- When placed, we will expect volunteers to comply with existing Town Council policies and procedures. Volunteers will receive an induction to all relevant policies and procedures and training will be provided as appropriate to the role.
- To sign and abide by a Volunteer Agreement.
- Hednesford Town Council can only recruit volunteers over the age of 18 due to the level of supervision required for anyone below that age.

5. Supporting our volunteers

Hednesford Town Council will commit resources for the management and development of volunteers.

- All volunteers will receive a general induction covering housekeeping issues, health and safety, the nature and purpose of the organisation and the nature and requirements of the volunteer's role.
- To support a diversity of volunteer we offer a variety of projects, not less than 6 months in duration throughout the year.
- The Town Council will provide an induction period and a review session for volunteers to assess the progress of their placements and attempt to resolve any problems at an early stage.
- Volunteers will be given information on other legislation or policies that may affect them.
- All volunteers will be offered appropriate access to support and supervision on a regular basis, with their Volunteer Manager.
- Volunteers will receive specific on-the-job training to provide them with the information and skills necessary to perform their volunteer assignment.
- Volunteers will be offered an informal review. This will enable them to feedback to the Town Council on how they feel their volunteering is going. It will also help the Town Council identify suitable roles, training needs and monitor the general wellbeing of volunteers.
- Provide resources and support where appropriate to allow volunteers to contribute work remotely for the Town Council if appropriate.

6. Rights and Responsibilities of Volunteers

In engaging with volunteers, we recognise the rights of volunteers to:

- Know what is expected of them and to be given clear information and an induction into the Town Council and at all times work with Health and Safety in mind.
- Have clearly specified lines of support and supervision.
- Be shown appreciation. Volunteers will be invited to an annual social event held by the Town Council.
- Have safe working conditions.
- Receive reasonable adjustments in training and tasks to accommodate the varying needs and abilities of volunteers.
- Be free from discrimination.
- Ask for a reference if they have volunteered for Hednesford Town Council longer than 3 months.
- Withdraw from voluntary work with immediate effect.

Hednesford Town Council expects that volunteers will:

- Carry out their tasks in a way which corresponds to the aims and values of the Town Council.
- Work within agreed guidelines and remits.
- Be reliable.
- Respect confidentiality, particularly when dealing with sensitive material containing personal details.
- Work in accordance with all Town Council policies and guidelines.
- Attend training and support sessions where agreed.
- Ask their Volunteer Manager or another appropriate member of staff for guidance if they are unsure of correct procedures.
- Let their Volunteer Coordinator know if there are any problems arising through their work.
- Treat fellow volunteers and members of the Hednesford Town Council with respect and in line with the Town Council's values.

7. Relationship between volunteers and paid employees

Steps will be taken to ensure that paid employees at all levels are clear about the role of our volunteers, and that good working relationships are fostered between paid employees and volunteers.

- The roles of volunteers and paid employees will be complementary and mutually supportive.
- Volunteers will be given clear information about the roles undertaken by paid employees and their value to the Town Council.
- A paid employee will be available to offer volunteers support and guidance.

8. Expenses

Any specific expenses involved in participating in a voluntary role at the Town should be identified and approved by the Volunteer Manager in advance on an individual basis.

9. Records

Records will be held and maintained for each volunteer, including:

- Recruitment documentation.
- Dates of service.
- An outline of tasks performed.

- Training records.
- Any problem-solving documentation.

All records are strictly confidential and will be held in accordance with GDPR and data protection regulations. Volunteers can view these records at any time.

10. Problem solving

If a volunteer has a work problem, they should discuss it with their Volunteer Manager in the first instance. If they are unhappy or if the problem is about their Volunteer Manager, they should discuss it with the Chief Officer of Hednesford Town Council who will try to resolve the issue.

If a Volunteer Manager has concerns about a volunteer's behaviour or their ability to carry out their assignment, they should discuss their concerns with the volunteer in the first instance. If this does not resolve the situation, they should inform the Chief Officer.

All discussions should be documented, and the volunteer should be informed of any action taken in writing.

Hednesford Town Council reserves the right to ask a volunteer leave if a problem cannot be resolved.

11. Insurance

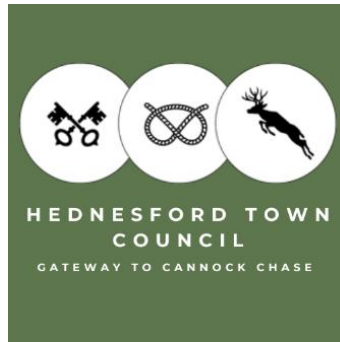
Volunteers are covered by Hednesford Town Council Public Liability Insurance. Volunteers are not covered for personal accident or loss. Volunteers must have business cover added to their vehicle insurance if they require their vehicle to conduct work related to their voluntary work.

12. Policy Review

This policy will be reviewed every 3 years from 2023.

Appendices

Role Description Template
Application Form
Volunteer Agreement



Volunteer Agreement Hednesford Town Council

Hednesford Town Council welcomes and appreciates the contribution of volunteers. As a volunteer with Hednesford Town Council you can expect:

- A welcoming, stimulating, and creative environment in which to volunteer.
- A full induction to the Town Council.
- A safe environment.
- The chance to gain new skills and use existing ones.
- To be treated fairly and with respect.
- Reimbursement of any reasonable out of pocket expenses by prior agreement.
- Recognition and appreciation of your contribution.

We hope you will:

- Enjoy your time volunteering at Hednesford Town Council.
- Support the Town Council's aims and vision.
- Be committed, doing your best to come in as arranged and giving reasonable notice if you are unavailable.
- Be flexible.
- Keep us informed of any problems encountered during your time with us. We encourage you to ask questions if you are unsure of any tasks and to let us know if things are not as you expected.

We expect staff and volunteers to treat each other and museum visitors fairly and with respect regardless of gender, sexual orientation, age, parental or marital status, disability, religion, colour, race, ethnic or national origins, or socio/economic background.

This agreement is a statement of values, not intended to be a legally binding contract or a contract of employment between us.

Signed (Volunteer):

Date:

Signed Hednesford Town Council):

Date: