



*Surrey Council for Voluntary Youth Service
Supporting the Voluntary Youth Organisations of Surrey*

Volunteering Policy September 2009

Introduction

Surrey Youth Focus is the leading voluntary organisation representing and supporting the interests of some 80 youth organisations. It is known as an infrastructure body, or umbrella body because of this role. We do not undertake direct youth work, but we do support our members in doing so. Our office location is on the edge of Guildford and has free car parking.

Definition of 'Volunteer'

A volunteer is anyone who undertakes work with, or for Surrey Youth Focus, without compensation or expectation of compensation beyond reimbursement of agreed expenses incurred in the course of his or her volunteer duties. A volunteer must be formally recruited prior to undertaking the task.

What we can offer?

We have a small and busy headquarters office, currently with five staff who have busy and different roles:

Chief executive
Members' services manager
Information officer
Youth development worker
Workforce development project officer

We can offer a wide range of volunteering experiences depending on expertise: in event organisation, financial support, volunteer organisation, office support, marketing, and grant finding.

The benefits of volunteering are:

- The knowledge that your work is contributing to strengthening the voluntary youth sector, and increasing its capacity and capability
- The training opportunities provided
- Growth in your own skill, confidence and self – esteem
- Developing your CV by being able to log practical work experience
- A record of the work undertaken
- The opportunity of a reference for a subsequent job
- The pleasure derived from working in a friendly team, and participating in its social events, and meetings

Surrey Youth Focus values the contribution of volunteers and in particular wants to welcome young people to volunteer, especially those who are not in education or employment, or have been in the criminal justice system.

We will try to ensure that your work is well managed and that you are supported in doing it (see section on training and development below)

What we expect

Surrey Youth Focus is a highly respected organisation that has been around for over 20 years. We want to maintain and enhance that reputation.

We expect any volunteer to dress and behave in an appropriate way, and adhere to agreed starting times. As regards dress code, "smart casual" is perhaps the best description for any office based work. More important is to keep in mind that a volunteer is construed by all who meet him/her as being a representative of Surrey Youth Focus and we wish to maintain and enhance our reputation.

Your contribution will be much valued, and you will be well supported in undertaking your tasks.

Volunteer recruitment – the Process

Volunteers give of their time freely and without compulsion – they are NOT employees, and yet need to fit into the team, so there must be mutual benefit to both the volunteer giving of his/ her time and energy and skill, and to Surrey youth Focus.

We will be specific about describing the work a volunteer might undertake and the skills needed to do it. If a volunteer is unsure about his/her capability, this need not be a barrier, as there can be discussions about the training needed– see section on Training below.

Details of volunteer opportunities will be posted on the Surrey Youth Focus and Do youth work .com websites. Applicants will be asked to complete the attached form detailing skills and interest. There will be informal interviews about suitability to do the volunteering work.

Surrey Youth Focus is an equal opportunities employer and is committed to opposing stereotypical views about young people. SYF has an equalities and diversity policy and opposes discrimination on any of the six grounds listed in the Equalities Act 2006.

In addition to mere compliance with legislation, we want to enable all our Trustees, staff, and volunteers to feel enhanced by their experience of working with Surrey Youth Focus in terms of gaining knowledge, skills, confidence, self esteem, and development opportunities.

It is unlikely that a CRB check will be needed for office based work, but should a volunteer wish to work with the Youth Development Worker, then a CRB check will be needed , and from November 2010 registration with the Independent Safeguarding Authority (ISA)

Induction

All volunteers will receive an induction pack about Surrey Youth Focus and its policies / procedures. The set of relevant documents is listed at the end of this Policy. He /she will be linked to one of the team members from the outset, and be encouraged to participate in team meetings. The Chief Executive holds monthly 1:1 s with all staff and these will apply to volunteers too in a very informal way to ensure that both parties are working well together.

Training and Support

Volunteers will be provided with on the job training, and also have the opportunity to attend the extensive range of skills courses provided by Surrey Community Action, where these are relevant to the job being done.

Volunteers will receive a Record of Volunteering on which to log their hours, work undertaken, learning/skills development, and any training courses attended. We will assist in enabling the volunteering experience to be accredited wherever possible.

Expenses

Volunteers will be paid for their commuting cost from home to office and back. Currently the car mileage rate is 40p a mile. By definition no other remuneration is payable to a volunteer. Other expenses may also be payable **only** if agreed in advance.

Insurance

Surrey Youth Focus has Employer Liability Insurance that extends to volunteers. A copy of the insurance Cover is posted on the board in Room 15.

Health and Safety

All staff, volunteers and visitors are expected to be responsible for their own personal safety, and to avoid risks. Our Health and Safety policy is part of the induction pack, and volunteers are expected to comply with this.

Confidentiality

Inevitably a volunteer will come across information which is sensitive or confidential because we have a shared electronic filing system. Volunteers are responsible for maintaining the confidentiality of all information to which they are exposed while serving as a volunteer, whether this information involves a single member of staff, volunteer, client or other person or involves the overall business of the Trust.

If any volunteer is in doubt about whether a topic can mentioned externally they should ask the Chief Executive.

When leaving

Every volunteer who leaves, will have an informal exit discussion with the Chief executive so that we can learn from the volunteer's experience of being with Surrey Youth Focus. We want the experience to be enjoyable and positive. Every leaver will receive a letter of appreciation from the Chairman, and his/her Record of Volunteering.....and our thanks!

Approved by Trustees.....

Contents of Induction Pack:

Introduction to Surrey Youth Focus
Names and roles of staff and trustees
Business Plan
Equalities and diversity policy
Health and safety policy
Confidentiality and data protection policy
Training and development policy
Copy of Surrey Youth News