



**The
Sunnywood
Project**

The Sunnywood Projects (TSP) Volunteer Policy

Contents

1. Policy Statement
2. TSP's Volunteers - Definition
3. Our Vision for Volunteering
4. Equality and Diversity
5. Safeguarding
6. Recruitment
7. Training and Support
8. Health and Safety
9. Expenses
0. Insurance
11. Data Protection and Confidentiality
12. Intellectual Property
13. Feedback and Complaints
14. Leaving TSP

1. POLICY STATEMENT

Volunteers play a crucial role in helping achieve our mission and we could not achieve our goals without their hard work. We are incredibly grateful for their support and want to make sure all our volunteers have a safe, rewarding and enjoyable experience. The Volunteer Policy recognises the significant and valuable role volunteers play in supporting, every participants' experience when attending Sunnywood Project event or activity. This policy reflects our commitment to volunteering at The Sunnywood Project and sets out a framework of procedures and best practice, which we will endeavour to follow when recruiting and working with our volunteers, to ensure that both volunteers' and The Sunnywood Projects expectations are met. The policy is for volunteers recruited by The Sunnywood Project and colleagues working with those volunteers. It will be available to all volunteers . Responsibility for this policy rests with The Sunnywood Projects Directors and Trustees.

2. THE SUNNYWOOD PROJECTS VOLUNTEERS – DEFINITION

A Sunnywood volunteer is someone who, unpaid and of their own free will, chooses to give their time, energy, skills and expertise to support The Sunnywood Project in achieving its aims. The arrangement is voluntary on both sides. TSP's relationship with volunteers is based on trust and is not intended to have the obligations associated with employment. No payment, other than the reimbursement of agreed out-of-pocket expenses, is made by TSP to people who give their time as volunteers. TSP volunteers support us in a number of ways, including:

→ Supporting all participants in our variety of events and activities.

→ Partnering with colleagues, for example by providing administrative support or coaching our colleagues.

→ Championing TSP by helping to spread the word and connecting us with communities and partners.

→ Raising funds, for example by helping to run events

→ Building the community, for example by helping to recruit, train or support other volunteers.

We expect that our volunteers consider how their personal approach to their work is respectful; non-judgemental; empowering and passionate to achieve TSP's aims which are:

- 1. To promote compassion, kindness and a positive society**
- 2. To encourage maintaining a physically and mentally healthy lifestyle**
- 3. To support the development of social skills and self-regulation of emotions**
- 4. To enable people to participate in society as mature, independent and responsible individuals**
- 5. To inspire challenging, but achievable personal goals**

3. OUR VISION FOR VOLUNTEERING

We believe that by harnessing the passion and skills of our volunteer community, we can achieve more for TSP participants

We aim to facilitate a positive volunteering experience so that our volunteers enjoy supporting us and feel well equipped to support the work of TSP.

We are committed to making TSP an organisation whereby volunteers feel valued.

To ensure that volunteers are at the forefront of everything we do, we aim to:

→ Ensure that our volunteers understand what we expect from them, and what they can expect from us in return.

→ Attract volunteers with the right skills to support the right event or activity.

→ Facilitate a volunteering experience which makes it enjoyable and easy to support us.

4. EQUALITY AND DIVERSITY

The Sunnywood Project is committed to building a diverse organisation that is responsive to the needs of our community and work. TSP is also committed to equal opportunities at all stages of recruitment, selection and volunteering. Short-listing, interviewing and selection of volunteers will always be carried out without regard to protected characteristics: age;

disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex; and sexual orientation. This commitment is reflected throughout the organisation's policies and procedures. TSP will not condone, accept or ignore any forms of discrimination or unacceptable behaviour.

5. SAFEGUARDING

The Sunnywood Project believes that all children and young people and all those deemed vulnerable have the right to protection from harm, abuse and exploitation. The Safeguarding Policy will be shared with all new volunteers to TSP as part of the onboarding process along with our Volunteer handbook- TSP's Code of Behaviour for Volunteers. This handbook provides clear guidance on the behaviour expected of all staff, volunteers and other representatives in all activities with participants, children and young people.

Where TSP feels it is necessary, failure to meet the obligations of the Safeguarding Policy and the Volunteer Handbook, may lead to a volunteer being asked to step back from volunteering temporarily or permanently, or other appropriate action.

Volunteers taking on roles that are eligible for a Disclosure and Barring Service (DBS) check, or equivalent, will be required to undertake a relevant check. If required, this will be made clear during the application process.

6. RECRUITMENT

The Sunnywood Project will collect information on all prospective volunteers during the recruitment and selection process. Additionally, volunteers might be required to attend an informal interview to provide relevant information and explore their aspirations and the experience they can bring to The Sunnywood Project. It is important for all involved to appreciate that the interview is not a competitive process, and the sole selection criteria is suitability for the role. A personal reference might be required and taken up to help confirm suitability for volunteering and for specific roles. All our regular volunteers must read and agree to the Volunteer Handbook which outlines what is expected from the volunteer and what they can expect from us. In commencing their role, the volunteer commits to the aims, values and key policies of TSP. They also commit to delivering the key tasks outlined in the relevant role description. This Volunteer Commitment does not and is not intended to create a contract of employment between The Sunnywood Project and volunteers. When appointed, an appropriate named contact for that role will lead on the relationship management of the volunteer. This may be a colleague or a volunteer. The named contact is responsible for guiding and supporting the volunteer in their role and should be available to discuss any aspect of the volunteer's role.

7. TRAINING AND SUPPORT

Volunteers will have a valuable set of skills, knowledge and attitudes gained from their education, work, previous volunteering, and life experiences. To help ensure that volunteers are appropriately equipped for their role, each volunteer must undergo the appropriate induction and training process prior to commencing their role, alongside continuous training, where appropriate, whilst volunteering with The Sunnywood Project. Each volunteer will be provided with relevant management and support. This might include regular, appropriate and mutually agreed contact. TSP will also provide appropriate recognition and occasions to celebrate volunteers and their work.

8. HEALTH AND SAFETY

Volunteers must take reasonable care of themselves and others while volunteering for The Sunnywood Project and follow any health and safety advice and instruction given for their

role. Volunteers should cooperate with The Sunnywood Project on health and safety matters, and immediately report accidents/incidents (including near misses – accidents/incidents that may have led to injury). Volunteers should not intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare. The Sunnywood Project will ensure that all volunteers are provided with the appropriate information, supervision and training required to enable them to complete voluntary work safely. This includes providing suitable systems and procedures and guidance is outlined in The Health and Safety Policy.

9. EXPENSES

The work of The Sunnywood Project is critically dependent on our extensive network of volunteers. We will always look to reimburse reasonable expenses if there are financial barriers to volunteering. Please note that we will only reimburse expenses if previously agreed with the volunteer's named contact, based on their assessment of The Sunnywood Project requirements and the available budget. Where applicable, please speak to your point of contact on what expenses we cover and how to claim.

10. INSURANCE

The Sunnywood Project provides Employers Liability, Public Liability and Professional Indemnity cover for all volunteers whilst working on TSP activities. The Sunnywood Project does not provide motor insurance cover. The insurance will not cover unauthorised actions or actions outside the volunteering agreement.

11. DATA PROTECTION AND CONFIDENTIALITY

The Sunnywood Project will protect volunteer information in accordance with the relevant data protection legislation including the General Data Protection Regulation (GDPR). Data will be held securely and confidentially and will only be accessed by authorised individuals. Please see our Privacy Policy on the website for further information about how we collect, manage and use the personal data of our volunteers.

When volunteering with The Sunnywood Project, volunteers are likely to become aware of confidential information about The Sunnywood Project, its staff, participants, young people supported by our youth programme and third parties. All volunteers are required to maintain confidentiality and should not disclose the organisation's information during their volunteering services and any time afterwards.

12. INTELLECTUAL PROPERTY

When signing our Volunteer Handbook, a volunteer assigns, by way of future assignment to The Sunnywood Project, all Intellectual Property created by them as part of their role as a Sunnywood Project Volunteer or credited to them during the term of their volunteering.

13. FEEDBACK AND COMPLAINTS

Although The Sunnywood Project makes every effort to ensure that any experience of volunteering with us is positive and rewarding, we recognise that volunteers at times may experience difficulty within their role or they may want to share feedback or raise an issue with a member of staff or another volunteer. In the first instance, volunteers should talk to their named contact to try to resolve the issue, get advice or share feedback. We will make every reasonable effort to resolve difficulties at an early stage and we always review feedback and learn from it.

There may be occasions where named contacts may have concerns around a volunteer's behaviour or approach. In this case, Directors or Trustees will approach the volunteer directly to discuss any concerns they may have amicably and openly and resolve difficulties at an early stage.

14. LEAVING THE ORGANISATION

Volunteers are free to cease volunteering with The Sunnywood Project at any time by speaking or writing to Directors or Trustees. When deciding to finish volunteering with us, we ask that volunteers give us as much notice as possible to help us organise alternative arrangements. Upon leaving a volunteer role, we may offer an exit interview to reflect on their experiences and improve our volunteer opportunities. There are many different ways to support The Sunnywood Project and so we encourage volunteers to stay in touch and get involved in the future. There may also be times when The Sunnywood Project will ask a volunteer to cease volunteering. This may be because the role no longer supports the needs of the organisation and its current work, or because the volunteer is no longer able to satisfactorily carry out a particular role. When this happens, we will endeavour to give as much notice as possible to the volunteer and try to find an acceptable alternative role. In all cases, the volunteer will be treated fairly, with dignity and respect.

Author S. R. Deas, Director of The Sunnywood Project

Review due February 2022