

**NORTH WEST CHILDRENS
SUPPORT GROUP**



VOLUNTEER POLICY

Approved July 2012

Reviewed July 2014, October 2016, October 2018, MAY 2022

Review Date MAY 2023

Volunteer Policy & Procedures

Policy Aims

1. To ensure that all NWCSG volunteers are treated with respect and valued as individuals.
2. To provide a safe working environment for all volunteers.
3. To provide appropriate training to enable volunteers to carry out their role and to ensure all training is completed

NWCSG commit to provide adequate:

- Induction and training
- Equal opportunities
- Health and safety
- Acceptable expenses
- Support, supervision and feedback
- Opportunity for helpers to express their views and concerns
- Insurance
- Data Protection

NWCSG volunteers commit to:

- Treat those in their care with respect and treat them as individuals
- Work to the best of their ability
- Undertake all mandatory training
- Follow policies and procedures
- Maintain confidentiality
- Work as a team and treat other volunteers with respect
- Make a specific time commitment

Safety

1. Through careful risk management and planning we aim to provide a safe and healthy working environment for everyone involved in our activities.
2. In return, those working with NWCSG are expected to take reasonable care of themselves and those around them.
3. NWCSG asks everyone working on a voluntary basis to help achieve our Health and Safety goals by co-operating with training, policies, procedures and instructions.

Principles

1. NWCSG sets high standards of behaviour for volunteers and does not tolerate any inappropriate behaviour.
2. If an incident occurs we will talk to the people involved in private and explain exactly what we would like them to change in their behaviour.

3. If they do not respond positively to requests to change their behaviour, they will be asked to leave the activity.
4. If anyone behaves in a way to commit serious misconduct (violence, theft, drug abuse, non-compliance with policies, harassment, etc.) they will be asked to leave immediately and any further action which is deemed necessary will be undertaken.

Procedures

- Volunteers are responsible for their own actions, know their own limitations and understand the effects of drinking alcohol and lack of sleep. Volunteers must consider their actions at all times while taking part in a NWCSG holiday or activity.
- The consumption of alcohol by volunteers whilst on duty is not permitted
- **The consumption of alcohol by under 18's is not permitted at any time.**
- All volunteer helpers must be able to provide a high standard of care to the young people at all times. If it is considered that a volunteer is unable to do so, the holiday leaders should take appropriate action which may include sending the volunteer home.

VOLUNTEER AGREEMENT

The trustees of the NWCSG want all volunteers to have a productive and rewarding experience while enhancing the lives of disabled and disadvantaged children.

The North West Children's Support Group needs to ensure that all volunteer helpers are aware of our aims, values and policies.

Before each holiday you will be asked to read key policies and risk assessments appropriate to the particular holiday. Please read them carefully and ask if you are unsure about anything.

Volunteer Helpers must agree to:

- Read and adhere to the NWCSG policies that have been provided by the holiday leaders.
- Undertake all training required for your role.
- Provide a high standard of care to the young people at all times.
- Be polite to children, parents and other volunteers and maintain confidentiality at all times.
- Understand that volunteers are accountable to holiday leaders.
- Inform a holiday leader if you feel uncomfortable or have concerns in any situation.
- Abide by all decisions made by holiday leaders and NWCSG trustees
- Maintain the good reputation and image of the NWCSG
- Refrain from smoking in front of children