

## GROUP COMMUNITY VOLUNTEERS POLICY

### Responsible Officer

Assistant Director of People Services and Communications

### Aim of the Policy

Phoenix (Phoenix Community Housing and its subsidiaries) supports volunteering as part of our employability programme, our commitment to community empowerment, and our corporate priority of resident leadership and membership. This policy aims to ensure that recruitment of volunteers is fair and transparent and that the engagement of community volunteers is in line with other key policies.

### Policy Scope

The policy applies to all volunteers engaged by Phoenix and to staff engaging volunteers. This policy does not apply to school work experience placements. All volunteers will receive a copy of the policy ahead of their engagement.

#### *Definition*

**Volunteer:** A volunteer is a person who gives freely of their time, skills and experience without expectation of financial reward. A volunteer is not an employee and will not have a contract of employment with the organisation.

### The Policy

#### 1. Introduction

- 1.1 Phoenix supports community volunteering in line with our community gateway model and our vision of building a better future for our Phoenix community.
- 1.2 All Phoenix volunteers are required to comply with our Volunteer Code of Conduct, which includes expected standards of behaviour, along with a number of safeguarding and health and safety obligations.
- 1.3 This policy does not form part of any employee's contract of employment and we may amend it from time to time following consultation.

#### 2. Engagement of volunteers

- 2.1 Managers wishing to engage a community volunteer must first consider the scope of the role, the skills or experience required and the duration of the opportunity. This will be set out in a Volunteer Outline and Agreement (see accompanying guidance notes) and will clearly state whether a DBS (Disclosure and Barring Service) check is required. Volunteers must not replace the work of paid staff but rather work on specific projects with clear timescales and outcomes. Placements will usually be intermittent in nature and have a duration of no longer than six months.
- 2.2 Depending on its nature and duration, the voluntary role may be advertised externally.

- 2.3 All volunteers will be required to confirm that they have read and agree to the Volunteer Code of Conduct before entering a volunteering agreement with Phoenix by signing a Volunteer Outline and Agreement. Subject to the role, they may also be required to supply or sign other documentation. Details are set out in the guidance notes.
- 2.4 The volunteer is free to refuse the role and Phoenix is not bound to provide the volunteer with opportunities. It is expected that both the organisation and the volunteer will give as much notice as possible if unable to meet those expectations.
- 2.5 Managers will inform People Services in advance of all volunteers.

### **3 Induction**

- 3.1 The manager will be responsible for inducting the volunteer, with the support of People Services. Volunteers will be required to undertake all identified mandatory training as part of their induction. The induction will also include an explanation of policies and procedures as appropriate.
- 3.2 If engaged in a public setting, the volunteer will be provided with temporary ID. This will make it clear that they are acting in the capacity of a volunteer and offer appropriate security access. Volunteers will usually be required to return ID at the end of each period of engagement or day.
- 3.3 The organisation will provide any additional training required for the volunteer to fulfil the volunteer outline.

### **4. Recompense**

- 4.1 Volunteers are unpaid. They may receive travel expenses on the provision of receipt. They will not usually receive any other expenses.

### **5. Insurance**

- 5.1 The organisation will ensure that volunteers engaged on Phoenix premises are covered for insurance purposes in respect of personal injury. The insurance will not cover unauthorised actions or actions outside of the volunteering agreement.

### **6. Dealing with problems**

- 6.1 The manager will normally try to solve any problems informally.
- 6.2 If the volunteer wishes to make a formal complaint they should put this in writing to their manager. If it is not possible to reach a solution, the volunteer may raise the matter with the manager's manager.
- 6.3 If a complaint is made about a volunteer, they will be notified of this in writing and the manager will decide whether any action should be taken. If the volunteer is dissatisfied with the decision they may raise it with the manager's manager.

## Monitoring and review

This policy will be reviewed every three years or sooner whenever there are changes to legislation, good practice or other learning.

## Legislation

- Occupiers Liability Act 1957
- Health and Safety at Work etc Act 1974
- Rehabilitation of Offenders Act 1974
- Employment Rights Act 1996
- Police Act 1997
- National Minimum Wage Act 1998
- The Children Act (2004)
- Equality Act 2010
- The Care Act 2014
- Data Protection Act 2018
- Coronavirus Act 2020

## Reference to other documents and associated policies and procedures

- Community Volunteers Guidance and Volunteer Outline
- DBS Policy and Guidance
- Equality and Diversity Charter
- Group Data Protection Policy
- Group Data Retention Guidance
- Health and Safety Statement of Intent
- ICT Acceptable Use Policy
- Safeguarding Policy
- Volunteer Code of Conduct

## Definitions

Term/acronym	Description
Resident	Includes tenants, freeholders and leaseholders.
Phoenix	Phoenix Community Housing.

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