

# Southwark Mothers' Union Volunteer Policy 2020

Date Effective: September 2020

Author: Training Officer

Approved By: Finance & Administration Unit Committee

Ratified By: Board of Trustees

Target Audience: All Mothers Union Members

Review Date: in the second year of the Triennium

Responsible for review: Training Officer

## Dissemination Plan

Audience	Method	Paper or Electronic	Responsible
All members	MU Secretary	Both	Vice President & Branch Leaders
Wider public	Website	Electronic	Website manager

## 1. Introduction

Southwark Mothers' Union (MU) is part of a global, Christian, volunteer movement. United in its diversity of membership and living in faith, individuals and families are supported to transform their lives. Embedded in the Church and community the MU movement reaches out to give a voice to the stigmatized and vulnerable around the world.

The added value that volunteers bring to the organisation and those who use the services is recognised and appreciated alongside the role of paid staff.

Southwark Mothers' Union aims to have a reciprocal and mutually beneficial relationship with its volunteers; with their involvement informing and developing the work of the MU, and the MU's work enabling individuals to learn skills and achieve personal development through their volunteering.

The involvement of volunteers is guided by the following principles of good practice:

- the tasks to be performed by volunteers will be clearly defined, so that everyone is sure of their respective roles and responsibilities;
- the organisation will comply with the Data Protection Act in the use of data held on all volunteers;
- volunteering opportunities will complement rather than replace the work of paid staff;
- volunteers will be provided with regular opportunities to share ideas/concerns with a named contact;
- all existing and future policies will be checked as to how they affect volunteers

## 2. Purpose and Scope

This policy identifies and sets the principles by which the Southwark Mothers' Union supports the use of volunteers. It sets out standards for recruitment, induction and supervision and commits to providing fair and equal treatment of all its volunteers.

Volunteers may be involved in short or long-term activities or as a one off. Typical activities are those where the volunteer is involved in delivering a service where they are working with children or vulnerable adults. It may include:

- Supporting large scale fundraising or awareness raising events
- Involvement in direct delivery of services and projects

Although it is noted that many members also volunteer as officers on the board of trustees or within diocesan committees and branches this policy is not directly applicable to these appointments. For further guidance please refer to the MU policy on appointment of officers and associated code of conduct.

By adopting this policy Southwark Mothers' Union aims to:

- highlight and acknowledge the value and contribution made by volunteers;
- reflect the purpose, values, standards and strategies of the organisation in its approach to involving volunteers;
- recognise the respective roles, rights and responsibilities of volunteers;
- confirm this organisation's commitment to involving volunteers in its work;
- establish clear principles for the involvement of volunteers and;
- ensure the ongoing quality of both the volunteering opportunities on offer and the work carried out by volunteers;

This document and the associated policy, procedures and guidance provide a framework for the involvement of volunteers.

### **3. Policy**

#### **Recruitment and Selection**

All potential volunteers will be asked to complete a volunteer's application /registration form. Some roles may require further checks such as DBS checks which will be undertaken in accordance with the latest guidance.

In recruiting volunteers Southwark Mothers' Union is committed to supporting its duty to ensure equality and diversity in its appointments.

Volunteers will be provided with a list of written task descriptions which will outline time, commitment, necessary skills and actual duties. Where there is specific training required this will be highlighted as part of the recruitment process.

Where there is a requirement for a Disclosure check, this will be highlighted as part of the recruitment process. All volunteers will be required to provide appropriate references.

## **Support and Supervision**

Once placed, volunteers will be expected to comply with existing policies and procedures. All volunteers are covered under Southwark Mothers' Union Public Liability Insurance.

All volunteers will have an induction to their volunteering which will include:

- Introduction to the project and other members of the team
- Access to the relevant MU policies and procedures
- Expenses form and verbal instruction

In general training will be provided by the volunteers' supervisor in an 'on the job' basis however some roles may require more input e.g. in H&S and safeguarding issues.

Following induction, volunteers will have regular support and supervision meetings with a named contact to identify areas for development, or to discuss any issues. Where a concern is highlighted - either by a volunteer or about a volunteer, this will be dealt with using the organisation's Complaints Procedure.

The frequency of supervision will vary according to the nature of the role and how often the volunteer attends. It is recommended that supervisors for each on going project holds volunteer meetings at least twice a year to help build cohesion and review effectiveness.

Volunteers will be able to claim reasonable expenses for their volunteering in line with the MU Procedure (see branch guidance). Volunteers should discuss any planned expenditure prior to incurring these expenses to ensure that it will be covered by the organisation.

Where volunteers have commitments, which mean they cannot fulfil their normal role, they should advise their named contact to ensure that alternative cover is arranged.

## **Confidentiality**

All volunteers who have access to confidential information will be asked to sign a confidentiality agreement. Breach of confidentiality is taken very seriously and may result in the volunteer being asked to step down.

The Southwark Mothers' Union is bound by the Data Protection Act to ensure that volunteer information is treated with respect. Only officers who need to see information for purposes related to volunteer involvement will be able to access it. Information will not be passed on without permission.

## Responsibility

Overall responsibility for the implementations, monitoring and review of the policy and procedures lies with the Diocesan President and the Trustee Board or nominated contact.

Implementation and adherence to this policy is the responsibility of all staff and volunteers within the organisation.

## 4. Monitoring Compliance

Element (s) to be monitored	Person (position) responsible for the monitoring	Method	Monitoring frequency	Committee or group monitoring is reported to including responsibility for action plans and changes in practice
Number of volunteers alongside data on protected characteristics. Feedback from the volunteers and projects on their recruitment, deployment and impact of their work.	Diocesan Training Officer	Annual Report	Annual	F&A Unit committee

## 5. Associated Documents

Available through branch leaders and trustees

- Safeguarding Policy
- Complaints Policy
- Volunteer application process
- GDPR policy
- Risk assessment tools
- Expenses Policy
- Officer appointment and code of conduct