



## MARSH STREET ARCHES AND GARDEN COMMUNITY INTEREST COMPANY

### VOLUNTEER POLICY

#### **Introduction**

We are a Community Interest Company transforming an area of derelict land into a community garden - The Green Heart Den. We are also hoping to gain approval to develop several adjacent, vacant railway arches in such a way that will be of benefit to the community.

It is hoped that the full involvement of local people in the process will not only provide the best opportunity for long term sustainability of the project but will also help with the wider social and economic regeneration of the area, providing people with skills and confidence to start new projects, access training or further education or finding employment either within the project or elsewhere.

#### **Principles**

This Volunteering Policy is underpinned by the following principles:

- Marsh Street Arches and Garden Community Interest Company will ensure that volunteers are properly integrated into the organisational structure and that mechanisms are in place for them to contribute to Marsh Street Arches and Garden Community Interest Company's work.
- Marsh Street Arches and Garden Community Interest Company do not aim to introduce volunteers to replace paid staff.
- Marsh Street Arches and Garden Community Interest Company expects that staff at all levels will work positively with volunteers and, where appropriate, will actively seek to involve them in their work.
- Marsh Street Arches and Garden Community Interest Company recognises that volunteers require satisfying work and personal development and will seek to help volunteers meet these needs, as well as providing the training for them to do their work effectively.

#### **Recruitment**

We will use appropriate means to advertise for volunteers locally that take into account the principles of our Equal Opportunities Policy. The applicant will have to complete an application form, but help can be given with this if necessary.

All prospective volunteers will be interviewed to find out what they would like to do, their skills, suitability and how best their potential might be realised.

A Criminal Records Bureau check will be made (*if relevant*) for every volunteer.

#### **Induction and training**

All volunteers will receive an induction into Marsh Street Arches and Garden Community Interest Company and their own area of work. This will include:

- The role of the volunteer
- A list of Management Committee members, staff members and volunteers
- Copies of all the relevant policies including this volunteer policy.
- An induction pack.
- Information in regard to out of pocket expenses.

Free training will be provided as appropriate.

## **Volunteer Agreements and Voluntary Work Outlines**

Each volunteer will have a Volunteer Agreement establishing what Marsh Street Arches and Garden Community Interest Company undertakes to provide for them. In addition they will agree to a written outline of the specific work they will be undertaking. Neither of these documents is a contract; Marsh Street Arches and Garden Community Interest Company has no intention of creating a contract with any volunteers. Each volunteer will also receive a Volunteers Induction Pack.

## **Expenses**

Volunteers will have any reasonable out of pocket expenses reimbursed, as discussed and agreed during the induction process.

## **Supervision and Support**

All volunteers will have a named person as their main point of contact. They will be provided with regular supervision to feed back on progress, discuss future development and air any problems.

## **The Volunteer's Voice**

Volunteers are encouraged to express their views about matters concerning Marsh Street Arches and Garden Community Interest Company and its work.

## **Insurance**

All volunteers are covered by Marsh Street Arches and Garden Community Interest Company insurance policy whilst they are on the Green Heart Den or engaged in any work on Marsh Street Arches and Garden Community Interest Company's behalf.

## **Health and Safety**

Volunteers are covered by Marsh Street Arches and Garden Community Interest Company's Health and Safety Policy, a copy of which is in the Volunteers Induction Pack.

## **Equal Opportunities**

Marsh Street Arches and Garden Community Interest Company operate an equal opportunities policy in respect of both paid staff and volunteers. A copy is in the Volunteers Induction Pack. Volunteers will be expected to have an understanding of, and commitment to our equal opportunities policy.

## **Problem Solving**

We aim to identify and solve problems at the earliest possible stage. A procedure has been drawn up for dealing with complaints either by or about volunteers. A copy of the procedure is included in the Volunteers Induction Pack.

## **Confidentiality**

Volunteers will be bound by the same requirements for confidentiality as paid staff. All volunteers will be provided with a copy of the Confidentiality Policy and will be expected to work within it.

## **Policy review**

This policy will be reviewed on an annual basis, in consultation with, Company Directors, Members of the Company and volunteers.