# **York Neighbours Volunteer Policy**

##### **Introduction**

York Neighbours exists to reduce social isolation for people over the age of 65 years living within the City of York and to support them to retain their independence.

In line with this mission York Neighbours seeks to involve volunteers to:

* ensure our services meet the needs of our clients
* provide new skills and perspectives
* increase our contact with those over the age of 65 living in the City of York, particularly the most isolated and vulnerable.
* promote effective joint-working with local statutory, voluntary and independent organisations
* promote good information-sharing both with other agencies and the people we serve

# **Principles**

This Volunteering Policy is underpinned by the following principles:

* York Neighbours will ensure that volunteers are properly integrated into the organisational structure and that mechanisms are in place for them to contribute to York Neighbours’ work
* York Neighbours does not aim to introduce volunteers to replace paid staff
* York Neighbours expects that staff at all levels will work positively with volunteers and, where appropriate, will actively seek to involve them in their work
* York Neighbours 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.

**Practical guidelines**

The following guidelines deal with practical aspects of the involvement of volunteers.

#### **Recruitment**

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.

#### **Expenses**

All volunteers will have their travel and other expenses reimbursed.

#### **Induction and training**

All volunteers will receive induction training for their work with York Neighbours. Further training will be provided as appropriate. Where possible volunteers will be entitled to receive additional training on the same basis as paid staff.

#### **Support**

All volunteers will have a named person as their main point of contact. They will be contacted after each task/visit to report back on progress, discuss future development and air any problems.

#### **The volunteer’s voice**

Volunteers are encouraged to express their views about matters concerning York Neighbours and its work.

#### **Insurance**

All volunteers are covered by York Neighbours insurance policy whilst engaged in any work on York Neighbours behalf.

#### **Health and safety**

Volunteers are covered by York Neighbours’ Health and Safety Policy, a copy of which is on the York Neighbours website.

#### **Equal opportunities**

York Neighbours operates an equal opportunities policy in respect of both paid staff and volunteers. A copy is on the York Neighbours website. Volunteers will be expected to have an understanding of and commitment to our equality policy.

#### Complaints Procedure

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 can be found on the York Neighbours website.

#### **Confidentiality**

Volunteers will be bound by the same requirements for confidentiality as paid staff. A copy of our confidentiality policy can be found on the York Neighbours website.