



# Volunteer Policy

## Introduction

It is intended that the various activities associated with The Ridge will create volunteering opportunities for people living in the local area. The aim of this policy is to set out how The Ridge will work with its volunteers, and act as a written guarantee for everyone concerned that volunteers will be treated fairly and equally.

## Recruitment

The Ridge will use appropriate means to advertise for volunteers locally that take into account our policies concerning equal opportunities and diversity. Applicants will have to complete an application form; help can be given with this.

For certain specific volunteering roles, a criminal records check may be made if necessary. For some volunteering positions, the applicant will be interviewed by a director or manager, and if this is successful, references will be asked for.

## Induction and Training

An induction will be prepared and delivered by the person responsible for co-ordinating volunteers. This will include:

- The role of the volunteer
- Contact details of the relevant responsible person
- Copies of (or website link to) all relevant company policies & brief explanation thereof
- Essential procedures i.e. timekeeping, health and safety, rota etc.
- Induction training and details of other available training
- Information about any relevant codes of practice & Policies
- Other information as appropriate

## Volunteer Agreement

All volunteers will be offered a volunteer agreement to sign, setting out their specific role and the responsibilities of both the volunteer and The Ridge. This is not a contract.

## Support

The volunteer co-ordinator will offer support to volunteers. Regular meetings will take place with volunteers to discuss any problems or issues that may arise.

The volunteer co-ordinator (whether paid or un-paid) will receive support and regular supervision sessions from the manager of the section in which they are working.

## Resolving Problems

The relationship between The Ridge and its volunteer workers is entirely voluntary and does not imply any contract. However, it is important that The Ridge is able to maintain standards of service, and it is also important that volunteers should enjoy making their contribution to this service.

If these standards are not met by any volunteer, this will be dealt with in the following way:

1. An initial meeting between the volunteer and the volunteer co-ordinator, who will explain the concerns.

<p>2. If this does not resolve the concern then a meeting with a director of The Ridge will be convened.</p>	<p>3. If this does not resolve the concern then a meeting with a director of The Ridge will be convened.</p>	<p>Page 1 of 2 Date</p>
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3. If the volunteer’s work still does not meet required standards, then The Ridge will be forced to cancel the volunteering arrangement.

At all times the volunteer will be able to freely state their case and have someone accompany them. If a volunteer is dissatisfied with any aspect of their work they should:

1. Initially explain your dissatisfaction with the volunteer co-ordinator
2. If that does not resolve the concern then a meeting with a director should be convened
3. If after this, the issue and any grievance remain unresolved, it would be inappropriate for the individual to continue to be a volunteer.

At all times the volunteer will be able to freely state their case and have someone accompany them.

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## **Confidentiality**

The Ridge will at all times maintain confidentiality in all matters relating to volunteers

## Applicability

Unless stated otherwise all parts of The Health and Safety Policy of The Ridge SCIO shall be deemed applicable to The Ridge Foundations CIC, The Ridge Cafe CIC and The Ridge (Scotland) CIC. Any reference to ‘The Ridge’ may be assumed to include all organisations as noted above.

## Authorisation

This policy shall be authorised by virtue of a majority acceptance of the Board of The Ridge SCIO.

## Review

This policy shall be reviewed at least every two years to ensure that it remains fit for purpose

## Approved

Name: Kenn Amabilino                      Signed                      Position; Chairman                      Date

Name : Kate Darrah                      Signed                      Position; Managing Director                      Date

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