

## Volunteer Policy

### Introduction

A volunteer is a person who gives freely of their time, skills and experience without expectation of financial reward. Volunteering can take many forms. Some tasks require particular skills whereas others require none. Volunteering may be for a limited time to complete a particular project or may be on an ongoing basis.

Trinity Community Arts (hereafter referred to as Trinity) recognises the immense benefits that volunteers bring to the organisation, and the bridges that they build between the us and the local community.

Volunteers contribute to the success of Trinity's activities in a number of ways, by supporting:

- core activities taking place at Trinity
- work involved with one or many individual projects
- helping to develop new ideas and projects

In return, we commit to working with individuals to identify their goals and ambitions for volunteering. This will ensure that volunteers can develop and share their skills and knowledge to maximise the benefit of their time here, have a fun and enjoyable volunteer experience and potentially progress into employment if that is their aim. Many of our employees started out as volunteers.

We try to offer a range of volunteering opportunities and, in accordance with our equal opportunities and diversity policies try to ensure that the opportunity to volunteer is widely available.

### Our commitment to our volunteers

We will ensure that our volunteers:

- have an allocated supervisor
- are invited to attend any meetings relevant to their volunteering role
- can work flexibly allowing participation in activities that will fit with other commitments
- can provide us as a referee if required
- can withdraw from volunteering at any time

### Our expectations of our volunteers

Trinity volunteers are expected to commit to the following:

- submit references and disclosure forms for DBS checks
- attend training sessions arranged on their behalf
- be a reliable and committed volunteer and agree to an appropriate time commitment
- attend the supervision sessions
- understand and act in accordance with our policies
- share their skills and experience in support of other volunteers
- inform Trinity of their availability and if unable to attend an agreed shift
- give reasonable notice if they wish to leave their volunteer role

### Status of volunteers

A volunteer is not an employee and will not have a contract of employment with Trinity. We will agree a role with the volunteer and there will be an expectation that the volunteer will meet the role's requirements and that we will provide work for the volunteer. However, the volunteer is free to refuse to fulfil the role and we are not bound to provide the work.

It is also expected that both Trinity and the volunteer will give as much notice as possible if unable to meet these expectations.

### **Volunteering roles**

If a role is identified as being suitable for volunteering, a volunteer outline will be drawn up. This will set out the requirements of the role and the skills or experience needed, as well as any training that is required before the volunteering work is undertaken. Volunteers will not be used as substitutes for employees.

### **Recruitment**

A person wishing to become a volunteer will be asked to complete an application form and will be asked to attend an interview so that we can find out more about their experience and their aspirations for volunteering. The applicant will be asked to identify areas in which they would like to volunteer. If we can match the applicant to a suitable opportunity, references will be required and, depending on the nature of the opportunity, the prospective volunteer may be required to undergo a health and/or DBS check.

### **Volunteering agreement**

The volunteer will be invited to enter into a volunteering agreement with us.

This agreement will identify:

- the volunteer's role
- any training that the volunteer is expected to undertake
- the expenses that the organisation will pay to the volunteer
- the insurance cover that will be provided for the volunteer
- who will supervise the volunteer
- the notice that will be given to the volunteer if the opportunity is to come to an end

### **Training**

Trinity will provide any training required for the volunteering opportunity, including health and safety training.

### **Health and safety**

Trinity have a responsibility for the health and safety of volunteers. Volunteers should, at all times follow our health and safety policies and procedures. Volunteers have a duty to take care of themselves and others who might be affected by their actions. Volunteers should not act outside their authorised area or work and should report all accidents to their supervisor.

We will provide volunteers with appropriate guidance on any health and safety issues that arise.

### **Expenses**

Volunteers are unpaid however we are committed to making volunteering accessible to all, regardless of income and to reimbursing an individual's reasonable expenses incurred as part of their volunteering activity.

Reasonable expenses include but are not exclusive to:

- travel expenses, i.e. bus fare
- mileage claims, reimbursed at the current standard rate
- food expenses
- other reasonable out of pocket expenses
- Trinity 'pay and display' car park ticket expenses, where the volunteer meets one or more of the Priority User categories as set out in our Parking Permit Allocation Criteria. See our Parking Policy for further information.

If volunteering for a full day (i.e. six hours or more), volunteers can be reimbursed for:

- travel expenses, (i.e. bus fare) up to a (max £5 per day)
- mileage (max £5 per day)
- lunch expenses, by providing receipts (max £5 per day)
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Expenses must be agreed in advance with the volunteer's appointed supervisor— agreement cannot be given retrospectively.

In the interests of improving accessibility to volunteering, Trinity will consider claims for higher travel expenses and/or expenses for shorter periods of volunteering on a case-by-case basis.

Volunteers are responsible for keeping an accurate record of all expenses and providing appropriate evidence of expenditure i.e., receipts, tickets etc. Claims must be made by timely submission of Expense Claim Form, approved by the volunteer's line supervisor.

## **Policies and procedures**

Volunteers are expected to comply with Trinity's policies and procedures while they are on our premises or undertaking any of their volunteering duties. The induction will include an overview of these policies and procedures.

## **Insurance**

The organisation will ensure that volunteers are covered for insurance purposes in respect of personal injury. The organisation will also ensure that volunteers are provided with professional and public liability insurance. The insurance will not cover unauthorised actions or actions outside the volunteering agreement.

## **Confidentiality**

Volunteers are likely to become aware of confidential information about the organisation, our representatives and our stakeholders. Volunteers should not disclose this information or use it for their own or another's benefit without the consent of the party concerned. This does not prevent disclosure once the information is in the public domain (unless it has been made public as a result of the volunteer's breach of confidentiality) or where the law permits or requires disclosure.

## **Supervision**

A supervisor will be appointed to support and over see the work of the volunteer. The supervisor will review the arrangements after six months and thereafter on a regular basis. If the volunteer has any queries or would like to change their role this should be discussed with the supervisor.

## Data protection

The organisation processes personal data collected for our volunteers in accordance with our Data Protection Principles as outlined in the Volunteer GDPR Privacy Notice you have been provided with.

## Dealing with problems

The supervisor will normally try to solve any problems informally, but if this is not possible the formal complaints system will come into operation.

If the volunteer wishes to make a formal complaint, they should put the complaint in writing to their supervisor. If it is not possible to reach a solution the volunteer may raise the matter with the supervisor's manager.

If a complaint is made about a volunteer, this will be notified to the volunteer in writing and the supervisor will decide whether or not any action should be taken. If the volunteer is dissatisfied with the decision, they may raise it with the supervisor's manager.

## Volunteer drivers

Any volunteers who will be transporting equipment or people using a vehicle provided by Trinity must have a valid driving licence. They will be covered by Trinity's insurance policy. Where the volunteer will be using their own vehicle, they must provide a copy of the vehicle's insurance policy and a valid MOT certificate.

The volunteer must report any accidents or motoring offences or police cautions. We will not pay any parking fines or speeding tickets accumulated by the volunteer.

## Volunteer's pack

On commencing their volunteer work, the volunteer will be given a pack containing:

- general information about Trinity
- a copy of this volunteer policy
- a standard volunteer agreement
- details of where they can access our policies and procedures
- information on other volunteering opportunities that are available

## Note

This policy does not form part of your contract of employment, and we reserve the right to amend or withdraw it at any time.

## Document control

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3

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Emma Harvey, CEO

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