



## VOLUNTEERS POLICY AND PROCEDURES

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# **POLICY STATEMENT**

BAWSO recognises the importance of volunteers to the organisation. Volunteers' gifts of time are crucial to the organisations well-being and success. Volunteering plays an integral part in the organisations' provision and delivery of a holistic service to BME women and children suffering from domestic violence. Volunteers bring many benefits to the organisation including diversity, innovation and enthusiasm, and are a valuable source of flexible and informal support, which provides added value to BAWSO's more formal support services.

## **1. POLICY AIMS**

- 1.1 Acknowledge the value and importance of volunteering to BAWSO and the wider community, and actively promote the importance, value and effectiveness of volunteering;
- 1.2 Clarify BAWSO's hopes and expectations of volunteers, and what volunteers can expect from BAWSO.
- 1.3 Act as a reference point for volunteers, and a reminder to BAWSO ,to meet the standards of good practice.
- 1.4 Make it easier for people in the community to volunteer regardless of their age, gender, ethnicity, marital status, race, religion, disability; and offer equal opportunities for people to engage in volunteering;
- 1.5 Clarify the roles and limits of volunteers and clarify key areas of responsibility in relation to volunteering within the organisation;
- 1.6 Set out the broad principles underpinning voluntary involvement in BAWSO and set standards of good practice in working with volunteers;
- 1.7 This policy is of relevance to, volunteers, staff, service users, and trustees of the organisation.

## **2. KEY OBJECTIVES**

- 2.1 To encourage and enable people to become volunteers;
- 2.2 To maximise the involvement of volunteers and the impact volunteering has;
- 2.3 To develop consistent procedures for engaging volunteers in BAWSO to enable volunteers to feel more supported, recognised and motivated.
- 2.4 To provide systems of communication and support for volunteers engaged in volunteering with BAWSO.
- 2.5 To communicate the importance, effectiveness and value of volunteering.

## **3. DEFINITION OF VOLUNTEERING**

- 3.1 A Volunteer is someone who gives their free time, through personal choice, to undertake a task(s) on behalf of the organisation without financial remuneration beyond the payment of out of pocket expenses;

- 3.2 A Volunteer is someone that adds value to the organisation's work by carrying out specific tasks, giving time, skills, energy, and flexibility, to complement and support the work of paid staff.

## **4. COMMITMENT**

- 4.1 BAWSO is committed to advancing and upholding good volunteering practices within the organisation and ensuring that volunteers are both supported and managed effectively;
- 4.2 BAWSO is committed to working with volunteers to meet its purpose and objectives. Volunteering involvement in appropriate tasks is welcome, encouraged, and developed at all levels of the organisation's activity;
- 4.3 It is BAWSO's intention to involve volunteers to compliment, and add to, the work of the staff, not substitute or replace it;
- 4.4 BAWSO is committed to promoting the choice of volunteers and service users to participate in the project. Service users and volunteers are invited to participate in decision-making through Volunteer Forum meetings and through volunteering to become a member of the Management Committee. The views of volunteers, staff and service users are taken on board when policies and procedures are forwarded and implemented.

## **5. PRINCIPLES**

- 5.1 The following principles underpin BAWSO's Volunteering Policy:
- 5.2 BAWSO distinguishes volunteering from employment. Staff provide structure, organisation, and day to day management to the organisation. Volunteers choose to give their flexibility and free time to perform a wide range of supportive roles that add value to the organisation's work, and have an appropriate level of accountability in terms of child protection and confidentiality. Within this framework, volunteering is a legitimate and crucial activity that is supported and encouraged by BAWSO. Volunteering is not intended to substitute paid employment and there is no intention to create a contract of employment;
- 5.3 Recognises the unique and valuable contribution that volunteers bring that makes a real difference to peoples lives and to the organisation;
- 5.4 Recognises that volunteers should have time to consider whether to undertake the tasks offered them.
- 5.5 Acknowledges that volunteering should be both rewarding and enjoyable, and endeavour to provide volunteering opportunities that meet the individual volunteers' skills, interests, aspirations, and motivation, as well as the volunteering needs of the organisation;
- 5.6 Values and respects the individual through providing equal opportunities for involvement within the scope of the organisation's needs and resources;
- 5.7 Will offer training which is relevant to voluntary participation within the organisation.

- 5.8 Will continue to implement measures to support volunteering;
- 5.9 Will implement good practice with regard to the involvement of volunteers;
- 5.10 Will establish mechanisms to monitor the Volunteer Policy and implement measures to ensure quality of service is maintained;

## **6. RESPONSIBILITY**

- 6.1 The Volunteer Manager is the designated person responsible for volunteer management and co-ordinating volunteer activity within the organisation and retains the overall responsibility for overseeing the process of recruiting, inducting, supervising, and training of volunteers.
- 6.2 Where appropriate the Volunteer Manager will delegate supervision to a staff member, and establish key personnel who will be designated with the responsibility of supervising and supporting volunteers when in placement.
- 6.3 All volunteers will agree to adhere to BAWSO's rules and procedures.

## **7. HOPES AND EXPECTATIONS**

### **7.1 Volunteers can expect to:**

- 7.1.1 Be treated with respect and dignity, be appreciated and valued during their volunteering with BAWSO;
- 7.1.2 Be free from discrimination and protected against exploitation both as volunteers and individuals. Volunteers carry out tasks through free choice and should not be put under pressure to undertake tasks which are against their principles. However all staff and volunteers have a responsibility to safeguard children from significant harm. (See Child protection and Confidentiality Policy). Receive an induction and relevant information necessary to prepare them for volunteering within BAWSO, and maybe given the choice to attend a particular training which is necessary for them to carry out a volunteering task(s) in accordance with the organisation's needs.
- 7.1.3 Receive a handbook containing all the relevant procedures and guidelines affecting volunteers;
- 7.1.4 Have a clear idea of the tasks that they are being expected to perform, and the level of responsibility that they are being expected to take;
- 7.1.5 Be informed if staff or service users have to cancel arrangements made with volunteers or are going to be late. Staff are expected out of courtesy to inform the volunteer as soon as possible.
- 7.1.6 Receive supervision and support during their volunteering and know who they are responsible to;
- 7.1.7 Have access to, and play a part in, the decision making process of the organisation;

- 7.1.8 Expect their health, safety and welfare to be paramount, to be protected against risks in doing voluntary work and to be covered by Public Liability Insurance;
- 7.1.9 Expect personal information recorded about volunteers to be stored and maintained with appropriate safeguards for confidentiality.
- 7.1.10 Volunteers are informed that, under Data Protection legislation, they can have access to their personal records.
- 7.1.11 Receive specific out of pocket expenses incurred while volunteering for BAWSO;

## **7.2 BAWSO expects volunteers to:**

- 7.2.1 Adhere to BAWSO's policy on Equal Opportunities. BAWSO's projects exist for the benefit of the service users and it is their right to be treated with dignity and respect at all times;
- 7.2.2 Be punctual and reliable where possible. Staff and service users rely on volunteers, if a volunteer has made arrangements and needs to cancel or is going to be late volunteers are expected out of courtesy to inform the Volunteer Manager or relevant project as soon as possible;
- 7.2.3 Keep records when required;
- 7.2.4 Respect confidentiality where volunteers have access to sensitive information about the organisation or the service users which is not public knowledge.
- 7.2.5 To attend induction, supervision and meetings and be willing to take up necessary training;
- 7.2.6 To be impartial, non-judgmental when doing tasks with service users;
- 7.2.7 Understand and volunteer within the remit and limitations of their volunteering role. Volunteer need to be clear and adhere to boundaries;
- 7.2.8 Volunteers are expected to take reasonable care of their health and safety.

## **8. PREVIOUS CONVICTIONS AND CRIMINAL RECORD CHECKS**

- 8.1 As BAWSO is a Voluntary Organisation responsible for delivering safe services to vulnerable adults and children, BAWSO is responsible for selecting suitable volunteers and carrying out relevant procedures and checks where substantial unsupervised access to children and vulnerable adults is involved;
- 8.2 For more information see Appendix 1  
(BAWSO's Volunteer Recruitment and Selection Policy 5.6 - 5.7.)

## **9. Recruitment and selection**

- 9.1 BAWSO is committed to equal opportunities and acknowledges diversity in its widest sense by having non-discriminatory policies and practices. BAWSO is committed to ensuring that no

- volunteer applicant or volunteer is discriminated against on the grounds of gender, race, ethnicity, age, sexuality, language, political belief or religion;
- 9.2 Volunteering opportunities will be widely advertised in ways that are accessible to all sections of the community. Advertisements must be free from discrimination;
- 9.3 Selection criteria for accepting a volunteer is based on matching organisational needs to the individual's areas of interest and the volunteer's suitability to carry out agreed tasks and two satisfactory references;
- 9.4 All voluntary opportunities will have a written task description detailing skills requirements of the volunteer and a detailed list of roles and responsibilities;
- 9.5 Volunteers will be engaged in accordance with the appropriate recruitment and selection procedures.
- 9.6 Volunteers who are unsuitable for the tasks available in BAWSO will be referred to a local volunteer bureau or other agency which may be able to find other more suitable volunteering roles.
- 9.7 For more information about volunteer recruitment see Appendix 1 (BAWSO's Volunteer Recruitment and Selection Policy.)

## **10. Induction**

- 10.1 Following a successful interview and receipt of two satisfactory references, the volunteer is expected to attend one day core training before commencing volunteering.
- 10.2 After attending core training volunteers will be expected to undertake a probationary period of 6 office sessions which will conclude their induction.
- 10.3 This period of induction will include information about:
- 10.3.1. The aims and objectives of the organisation;
  - 10.3.2 Introduction to staff and BAWSO's projects and volunteering needs;
  - 10.3.3 Specific skills & qualities volunteers will need to carry out specific volunteering tasks;
  - 10.3.4 Familiarising the volunteer with child protection/vulnerable adult protection policy, procedures in the event of a fire or accident, health and safety, confidentiality, service delivery policies, and expenses.
- 10.4 Volunteers will also receive a welcome information pack that contains background information about the organisation, and the organisation's projects and partnerships.
- 10.5 The volunteer is given an Induction checklist which will require them to initial each item of induction they have completed, and when this checklist is completed it is signed by the volunteer.
- 10.6 For more information about Induction see Appendix 2 (BAWSO's Volunteer Training Policy, 3.0 - 4.1.4.)

## 11. Placement

### 11.1 Placement Meeting

11.1.1 During their probationary period the volunteer will be matched with a suitable placement. A three way meeting comprising of the volunteer, Volunteer Manager and Placement Project Manager or Senior Worker will be arranged to initiate the placement.

11.1.2 The member of staff responsible for the volunteer in placement, will provide the volunteer with additional information relevant to the project the volunteer is placed with, to enable the volunteer to participate and carry out their role effectively;

### 11.2 Support, supervision and recognition

11.2.1 The Placement Manager or Senior worker will retain responsibility for the volunteer while in placement, but will allocate a member of their staff to support the volunteer.

11.2.2 The Volunteer Manager will continue to:  
Be a point of contact for the volunteer should they experience any difficulties  
Liaise with Project Managers or Senior Staff in relation to the volunteer's placement.  
Requesting feedback from the volunteers placement  
Provide a source of continuous support through discussions over the telephone and in person,  
Ensuring the volunteer is kept informed of upcoming events

11.2.2.1 Volunteers will participate in supervision meetings with the Volunteer Manager every 3 months to review their general progress and performance, and identify training they may need to carry out their tasks more effectively;

11.2.4 Volunteers can choose to attend Volunteer Forum meetings bi-monthly, where they can share their views and ideas about volunteering, how BAWSO could improve their services, and these ideas and views can be fed back to staff, Management Committee and service users through staff and Management Committee meetings, newsletter and other means to influence decision making. Where volunteers are unable to attend they will be sent a form to complete where they can still share their views.

### 11.3 Training & Development

11.3.1 Staff will receive training and information on how to work with volunteers engaged with BAWSO's projects;

11.3.2 Volunteers will be offered training, which is relevant and necessary to their voluntary participation within the organisation.

11.3.3 Volunteers' training needs will be identified periodically at supervision meetings with the Volunteer Manager every 3 months.

11.3.4 Training needs will be matched in accordance with the organisation's/project's needs to ensure that volunteers receive training that is necessary and relevant, to carry out their tasks safely and effectively

11.3.5 For more information on training please see Appendix 2, (BAWSO's Volunteer Training Policy, 5.0-7.14.)

#### 11.4 Problem Solving

11.4.1 The Volunteer Manager is responsible for handling problems regarding volunteer conduct or complaints. She will seek to ensure that volunteers' views are heard, noted, acted upon promptly, and aim for a positive and amicable solution based on the organisation's guidelines for settling difference.

11.4.2 BAWSO aims to treat all volunteers and staff fairly, objectively and consistently.

#### 11.5 Insurance

11.5.1 All volunteers are covered by BAWSO's insurance policy whilst they are on the premises or engaged in work on BAWSO's behalf.

#### 11.6 Health and Safety

11.7.1 All volunteers are covered by BAWSO's Health and Safety Policy. (Please refer to this Policy for more information.)

#### 11.7 Expenses

11.7.1 All volunteers are encouraged to take up expenses so that those who need to, do not feel stigmatised. Those who do not wish to keep their expenses can re-pay them as a donation.

### **12. Asking a Volunteer to Leave**

12.1 The decision to ask a volunteer to leave should always be a last resort and the following items should be included in the Volunteer Managers discussion with the volunteer, prior to making this decision:

12.1.1 Ensuring the volunteer understands the standards of work required;

12.1.2 Arranging additional support/supervision sessions;

12.1.3 Assessing the volunteers skills and changing the role;

12.1.4 Consider whether there is a need for a period of time away from volunteering.

12.2 If there is a need to terminate the relationship this will be done by the Volunteer Manager and a Senior member of staff.

### **13. Exit Volunteering**

13.1.1 The organisation recognises that volunteers may cease their involvement at any time;

- 13.1.2 Exit interviews are offered to ascertain why a volunteer is leaving, share any learning points and establish whether they may want to be involved again in the future;
- 13.3 When a volunteer decides to move on and is no longer able to provide their services verbal or written communication takes place between the volunteer and the Volunteer Manager to acknowledge their contribution and cessation of their volunteering.

# **VOLUNTEER RECRUITMENT AND SELECTION POLICY**

## **POLICY STATEMENT**

BAWSO recognises that volunteering plays an integral part in the organisations' provision and delivery of a holistic service to BME women and children suffering from domestic violence. Volunteer recruitment brings many benefits to the organisation including diversity, innovation and enthusiasm, and are a valuable source of flexible and informal support, which provides added value to BAWSO's more formal support services.

### **1. POLICY AIMS**

- 1.1 To recruit and select suitable volunteers fairly, in line with BAWSO's Equal Opportunities Policy;
- 1.2 To adopt consistent and effective recruitment and selection procedures and ensure consistency in good practice throughout the organisation.

### **2. KEY OBJECTIVES**

- 2.1 To recruit volunteers into the organizations projects through various marketing and advertising methods outlined in this policy, to make volunteering within BAWSO accessible to all sections of the community;
- 2.2 To establish protocols for the recruitment and selection of volunteers;
- 2.3 To select suitable volunteers fairly and consistently, following the guidelines set out in this policy.

### **3. RESPONSIBILITY**

- 3.1 The Volunteer Manager is the designated person responsible for the recruitment and selection of volunteers.

### **4. ADVERTISING**

- 4.1 Volunteering opportunities will be widely advertised in ways that are accessible to all sections of the community. Advertisements must be free from discrimination;
- 4.2 Methods for advertising volunteering opportunities widely in ways that are accessible to all sections of the community will include:
  - 4.2.1 Contacting and distributing leaflets to voluntary, statutory and business organisations;
  - 4.2.2 Contacting Volunteer Bureaux;
  - 4.2.3 Advertise in newsletters of other community, voluntary and statutory organisations;

4.2.4 Target by word of mouth;

4.2.5 Presentations to organisations, attending events, setting up stalls, Open Days for volunteers and participation in volunteers events.

## **5. RECRUITMENT**

### **5.1 Equal Opportunities**

5.1.1 BAWSO is committed to equal opportunities and acknowledges diversity in its widest sense by having non-discriminatory policies and practices;

5.1.2 BAWSO is committed to ensuring that no volunteer is discriminated against on the grounds of gender, race, ethnicity, age, sexuality, language, political belief or religion etc;

5.1.3 The acceptance of volunteer assistance for a particular role is decided on merit. Selection criteria is based on matching organisational needs to the individual's areas of interest and the volunteers' suitability to carry out agreed tasks and two satisfactory references;

### **5.2 Enquiries**

5.2.1 Enquiries about volunteering with BAWSO will be answered promptly;

### **5.3 Application Form**

5.3.1 An application form will be given to the volunteer who will be asked to return it as soon as possible to allow for the arrival of references before the next induction;

5.3.2 The application form should state that the information it contains will be treated in strict confidence;

5.3.3 The volunteer will sign an agreement and confidentiality Statement.

### **5.4 Interviews**

5.4.1 The prospective volunteer applicants will be invited for an informal interview carried out by the Volunteer Manager and another member of staff;

5.4.2 A set of standard, generic questions are asked in relation to volunteering within BAWSO generally.

### **5.5 Selection & Screening**

5.5.1 The organisation will require identification for example a passport or driving licence that contains a photograph of the person, and a letter or other identification with the volunteers name and address;

5.5.2 The organisation will require 2 references which can demonstrate volunteers' good character;

- 5.5.3 Upon receipt of the completed application form, and the names of the referees, the Volunteer Supervisor/Manager will check that the 2 Referees on the application form are from two people who are not related to the volunteer applicant and follow this up with a telephone conversation;
- 5.5.4 Where possible one referee should have first-hand experience of the applicant's work or experience within an organisation;
- 5.5.5 The Volunteer Manager will send for references enclosing a leaflet about the organisation, and a stamped addressed envelope with which to return the references;
- 5.5.6 The letter will ask appropriate questions in relation to the volunteers suitability for the post and whether the referee has any concerns about the applicant working with this organisation;
- 5.5.7 Consensus decisions are made as a result of interview, availability of suitable placement, and receipt of 2 satisfactory references.

## 5.6 Previous convictions

- 5.6.1 As BAWSO is a Women's Aid organisation delivering services to vulnerable adults and children, all volunteer applicants are asked to declare any previous convictions or cautions required by the Rehabilitation of Offenders Act 1974, and to confirm that there is no reason why they should not work with BAWSO's client group;
- 5.6.2 If a volunteer applicant declares a conviction, in the interests of the organisation, the Volunteer Manager will seek advice from the Director before a decision is made to accept the volunteer;
- 5.6.3 Disclosure of a criminal conviction will not necessarily prevent a volunteer applicant from being accepted as a volunteer;
- 5.6.4 If it is decided that the volunteer is acceptable to the organisation and the volunteer would like to pursue voluntary work with BAWSO, provided the other criteria are met in 4.6.7 of this Policy, the volunteer can be invited to attend induction in preparation for volunteering;
- 5.6.5 Volunteers who are considered unsuitable for a particular task will either be offered alternative volunteer tasks within the organisation, or referred to a local volunteer bureaux or other agency which may be able to place them.

## 5.7 Criminal Record Checks

- 5.7.1 Where substantial unsupervised access to children and vulnerable adults is involved, BAWSO will undertake risk assessments and volunteers may be required to undertake criminal record vetting. In this circumstance the reasons for requiring a criminal record check should be made clear to all volunteers;
- 5.7.2 Follow from 5.6.3 of this Policy.

## 5.8 Induction

- 5.8.1 Prospective volunteers whose application is successful are invited to attend an Induction day.

5.8.2 The induction will provide the volunteer with an opportunity to find out if volunteering for BAWSO is for them. It also provides the organisation with a further opportunity to observe the volunteer to ensure they are suitable in relation to working with BAWSO's service users.

5.8.3 For more information on induction please See Appendix 2.  
(BAWSO's Volunteer Training Policy 3.0-4.1.4.)

## 5.9 Trial Period

5.9.1 Upon completing Induction all volunteers will be required to carry out 6 (2hr) sessions within the office under supervision. This enables volunteers and the organisation to get to know each other, and ensure that the volunteer is suitable and can maintain confidentiality before the volunteer is placed with a project, particularly because the organisation provides services to adults and children who are vulnerable;

## VOLUNTEER TRAINING POLICY

### POLICY STATEMENT

BAWSO recognises that voluntary organisations need skilled, trained, and motivated volunteers in order to carry out their work effectively. Training has an essential role to play in maintaining the integrity of volunteering. Volunteers must be adequately prepared and properly equipped to enable them to function safely. The provision of training and development for volunteers is an important element in achieving this. Training and development should be an integral part of any organisation as it can help the organisation to meet its strategic and operational objectives and ensure its long-term survival and its ability to flourish.

#### 1. AIMS & OBJECTIVES

- 1.1 The aim of this training policy is to help volunteers to increase their skills and knowledge to enable them to contribute effectively to the work of the organisation, and also to further individual development.

#### 2. RESPONSIBILITIES

##### 2.1 Supervisor

The Volunteer Manager is the designated person responsible for overseeing the induction and training of volunteers, and ensuring that volunteers have access to training, which will enable them to acquire the skills and knowledge to carry out their volunteering role safely and effectively;

Where appropriate the Volunteer Manager will delegate induction and training duties to suitable personnel.

##### 2.2 Volunteers

Volunteers are expected to contribute to the assessment of their own training and development needs, participate in necessary training and put new skills into action.

#### 3. INDUCTION

- 3.1.1 Volunteers will receive an induction co-ordinated by the Volunteer Manager to prepare them for volunteering with BAWSO.

- 3.1.2 The Induction will take place once a month to ensure that whenever a volunteer is recruited and accepted by a project there will be an Induction in the very near future for them to attend to avoid loss of enthusiasm and possible loss of the volunteer.

- 3.1.3 A programme of delivery for volunteer and new staff induction is devised before each Induction in consultation with Project staff;

- 3.4 A course register must be compiled so that a record of the Induction/training course can be retained. This document will contain the names of learners and the training days attended.

- 3.5 The Induction delivered will be generic allowing volunteers to access all projects in the area;
- 3.6 The content of the induction will include:-
  - 3.6.1 The aims and objectives of the organisation;
  - 3.6.2 Introduction to staff and BAWSO's projects and volunteering needs;
  - 3.6.3 The specific skills & qualities volunteers will need to carry out specific volunteering tasks;
  - 3.6.4 Familiarising the volunteer with child protection/vulnerable adult protection policy, procedures in the event of a fire or accident, health and safety, confidentiality, and how to claim travel expenses.
- 3.7 Volunteers will receive a welcome information pack that contains background information about the organisation, and the organisation's projects and partnerships. (For more information see
- 3.8 Additional workshops will be required as projects change or are established;
- 3.8.1 At the completion of the training/Induction each learner will be asked to complete a training/Induction evaluation form;
- 3.8.2 The form does not require the learner to give their name but the Induction/course dates must be on each form to identify the course to which it relates;
- 3.8.3 This form will be retained in a file, marked for each course and the details will then be used to develop the course further by identifying best practice.

#### **4. EXTENDED INDUCTION:**

- 4.1 Volunteers will receive an extended induction comprising of:
  - 4.1.1 A trial period where volunteers are expected to complete six (2 hour) sessions in he office, prior to their placement with a project to become familiar with the organisation, and to assess the volunteers ability in relation to working with BAWSO's service users;
  - 4.1.2 on satisfactory completion of the trial period, the volunteer and the Volunteer Manager, will have a 3 way meeting with the member of staff who will supervise the volunteer when in placement
  - 4.1.3 An Induction checklist will be completed at the 3 way meeting, and each item signed by the volunteer and relevant member of staff. This checklist will be approved and signed by the volunteer;
  - 4.1.4 The member of staff responsible for the volunteer in placement, will provide the volunteer with additional information relevant to the project the volunteer is placed with, to enable the volunteer to participate and carry out their role effectively;

#### **5. TRAINING & DEVELOPMENT**

##### **5.1 Training**

- 5.1.1 Staff will receive training and information on how to work with volunteers engaged with BAWSO's projects;
- 5.1.2 Volunteers will be offered training, which is relevant and necessary to their voluntary participation within the organisation.
- 5.1.3 Volunteers' training needs will be identified periodically at supervision meetings with the Volunteer Manager every 3 months.

## 5.2 Training Needs

- 5.2.1 The first stage in planning training and development is to identify training needs;
- 5.2.2 The training need is the gap between current skills, knowledge and attitudes and what is actually required;
- 5.2.3 When identifying training needs consideration will be given to the training needs of:
  - 5.2.3.1 the organisation;
  - 5.2.3.2 the volunteering role or task;
  - 5.2.3.3 the individual.

## 5.3 Corporate Needs

- 5.3.1 To be effective, training and development should relate to the demands of the organisation, its mission and its business, strategic or action plans. The following criteria should be taken into consideration when determining corporate needs:
  - 5.3.1.1 the kinds of knowledge, skills and attitudes required to meet the organisation's goals;
  - 5.3.1.2 the knowledge, skills and attitudes of volunteer;
  - 5.3.1.3 changes which take place through new policies, procedures, legislation e.g. health and safety, new technology, and new projects.
- 5.3.2 Corporate needs may be highlighted by:
  - 5.3.2.1 discussion with trustees;
  - 5.3.2.2 reference to organisation plans and policies.

## 5.4 Individual needs

- 5.4.1 This is the skills and knowledge volunteers require to perform their duties safely and effectively.
- 5.4.2 Volunteers individual training needs will be identified through a combination of:
  - 5.4.2.1 examining task descriptions;

- 5.4.2.2 workplace observation;
- 5.4.2.3 appraisal/Review;
- 5.4.2.4 supervision;
- 5.4.2.5 training needs analysis questionnaire.

## 5.5 Individual development needs

- 5.5.1 These could include qualifications, national vocational qualifications, or personal needs such as relationship skills.
- 5.5.2 Volunteers individual development needs will be identified through a combination of:
  - 5.5.2.1 Individual interviews;
  - 5.5.2.2 Appraisal/Review;
  - 5.5.2.3 Supervision;
  - 5.5.2.4 Questionnaire/Personal Development Plans.

## 6. **MEETING TRAINING NEEDS**

- 6.1 There are a number of options available to meet training and development needs of volunteers. The methods drawn upon to meet volunteers' training needs will vary depending upon:
  - 6.1.1 the relevance of the training to the organisation and volunteer role;
  - 6.1.2 the volunteer's preferred learning style and individual circumstances;
  - 6.1.3 practicalities – time-scales, resources, costs.
- 6.2 Volunteers training and development needs will be met though a combination of:
  - 6.2.1 coaching from/shadowing an experienced volunteer/staff member;
  - 6.2.2 seeking a mentor;
  - 6.2.3 regular supervision;
  - 6.2.4 feedback from others;
  - 6.2.5 a reflective diary or log book.
  - 6.2.6 in-house trainings for volunteers using an internal or external facilitator with learning objectives tailored to meet the needs of the volunteers;
  - 6.2.7 Attendance at an external course with the additional benefit of providing opportunities to network with other organisations;

6.2.8 College based courses;

6.2.9 Attendance at seminars, events and conferences;

## **7. TRAINING BUDGET**

7.1 Costing a training course will need to take into consideration:

7.1.1 Trainers fees, accommodation, travel costs and other;

7.1.2 Administration to cover advertising, postage and photocopying, staff time, administration pre and post-course, and evaluation;

7.1.3 Equipment hire including OHP, flipchart, TV and video, and Stationery;

7.1.4 Venue including accommodation, refreshments and lunches.