Volunteering Policy

Youth Resource Services (referred to as The Rendezvous) is committed to:

- Involving volunteers directly within the organisation to
    - contribute to the delivery of our services
    - provide new skills and perspectives
    - offer opportunities for participation by people who might otherwise face barriers to involvement

The Rendezvous Volunteering Policy is guided by the following principles:

- voluntary work brings benefits to volunteers, service users, the Rendezvous and the wider community
- recognition of the major contribution volunteers make to the life of the centre and the work that it does
- volunteers will not be used to replace paid members of staff
- involvement of volunteers requires effective management with designated responsibility within specific posts
- provision of meaningful opportunities for volunteers to engage in the life of the charity
- staff work positively in partnership with volunteers;
- providing the support and training volunteers need to deliver the charity's mission safely and in line with the charity's values

The Rendezvous recognises 'Volunteers' as:

- people who perform a task at the direction of or on behalf of the organisation without compensation (or expectation of compensation) beyond reimbursement of expenses incurred in the course of their duties
- performing a role that is not used to displace any paid employees from their positions

Recruitment – The Rendezvous will ensure that Volunteers are:

- recruited generally from all sections of the community in line with our values
- asked to complete a standard application form with full employment history with no gaps
- applicants will be asked to supply two references in line with safer recruitment guidelines. Help can be given with this if necessary.
- invited for an informal interview with appropriate members of staff and
- endorsed by two referees
- passed by Disclosure and Barring Service
- applicants who have lived abroad may be required to supply a good conduct certificate

Volunteers expectations – Volunteers can expect to be

- given meaningful assignments and guidance, appreciated, and recognised for the work they do
- treated as equal co-workers
- given effective support and supervision
- offered involvement and appropriate training
- clear about what is (and what is not) expected of them
- volunteering in a safe environment
- insured
- clear on their rights and responsibilities
- reimbursed for relevant and proportionate out-of-pocket expenses
- free from discrimination
- offered the opportunity for personal development

The Rendezvous expectations – in return the Rendezvous expects Volunteers to:

- undertake initial safeguarding training and update it annually with the centre's safeguarding training
- actively perform their duties to the best of their abilities
- understand and uphold the values, goals and policies of the organisation
- be reliable
- be honest
- respect confidentiality
- make the most of training and support opportunities
- carry out tasks in a way that reflects the aims and values of the organisation
- carry out tasks within agreed guidelines
- respect the work of the organisation and not bring it into disrepute

Volunteer Roles

- The Volunteer Coordinator or other senior staff member will match each successful applicant to an appropriate volunteering role taking into account experience, qualifications and areas of interest
- All volunteers will have a role description which will outline the purpose and duties of the position, a designated line manager, work place and suggested timeframe for the performance of the role as appropriate

Appointment - Volunteering Role

Following interview, receipt of satisfactory references and DBS clearance the Volunteer will be notified verbally:

- Volunteer Agreement to be signed (two copies – one to be kept by the volunteer and one to be retained by the Rendezvous). This will confirm confidentiality and acceptance of the centre's policies
- The volunteer's details will be recorded on the charity database with emergency contact details
- The volunteers will be given access to:
  - a list of all staff members and volunteers with basic outline of their areas of responsibility
  - an organisational chart including the Trustees
  - copies of key policies: volunteering policy, safeguarding policy, confidentiality agreements, health and safety, equal opportunities and diversity
  - operational procedures: hours of operation, safer working practice
  - emergency contact details

Induction and Training

There will be an induction prepared and delivered by the Volunteer manager or other staff member as appropriate. This may be individually tailored and will include:

- the role of the volunteer
- communications
- introduction to the line manager (who may or may not be the Volunteer manager)
- safeguarding and confidentiality
- health and safety – including fire safety awareness, first aid
- safer working practice
- general operational procedures – notification of absence etc
- emergency contact details
- training opportunities

Expenses

We value our volunteers and want to ensure wherever possible there are no barriers to involvement. Reasonable out-of-pocket expenses for travel agreed in advance by The Rendezvous will be reimbursed as appropriate. In the case of mileage claims, mileage is paid at 0.45p per mile to a maximum mileage claim of 30 miles maximum.

In order to claim expenses an expense form must be completed and approved by your line manager and then passed to the administrator. No expenses can be paid without a receipt.

Support
All volunteers will receive regular informal support and guidance with their volunteer manager and will be encouraged to raise any problems or issues that may arise as soon as possible with them. They may also be matched to an appropriate team member who will provide appropriate role specific support. Volunteer tutors will be invited to a bi-annual tutor support meeting

Insurance Policy
Volunteers are covered by the Rendezvous' insurance policy whilst they are on the premises or engaged in any duties on behalf of the charity.

Health and Safety
Volunteers are covered by the Rendezvous' Health and Safety policy - a copy of which is available in the centre.

Policies
The Rendezvous has explicit Safeguarding, Confidentiality and Diversity and Inclusion policies which all staff, volunteers and trustees are obliged to observe.

Confidentiality
Volunteers will be bound by the same requirements for confidentiality as paid staff and will be expected to have an understanding of and a commitment to this policy.

Ownership
Any activity carried out by Volunteers for and on behalf of the Rendezvous remains the sole possession of Youth Resource Services (The Rendezvous, Sherborne) Ltd.

Resolving Problems
The relationship between the Rendezvous and its volunteers does not imply any contract of employment. However, it is important that the organisation is able to maintain its quality of service to the young people and it is equally important that volunteers should enjoy their volunteering experience with the Rendezvous.

If for any reason the volunteer does not meet the organisation's standards, this will be dealt with as follows:

1. A meeting with the line manager or Volunteer Manager who will discuss concerns.
2. If this fails to resolve the matter then a meeting with the Chief Executive will be convened.
3. If the volunteer still does not meet with Centre standards then we will end our contract with you.

At all times Volunteers will be able to freely state their case and may be accompanied by an advocate.

If a Volunteer is dissatisfied with any aspect of their experience with the Centre they should:

1. Initially explain their dissatisfaction with the line manager or Volunteer Manager.
2. If this fails to resolve the issue then a meeting with the Chief Executive will be convened.
3. If this fails to resolve the issue then they will meet formally with a nominated member of the Trustees.
4. If the issue remains unresolved then it will be deemed inappropriate for the Volunteer to continue in post and the Centre will terminate its arrangement with them.

This Volunteer policy is freely accessible to all. It will be reviewed every three years to adapt and improve it.

Signed by: _____ Date: June 2026
Chair of Trustees Date for review: March 2028