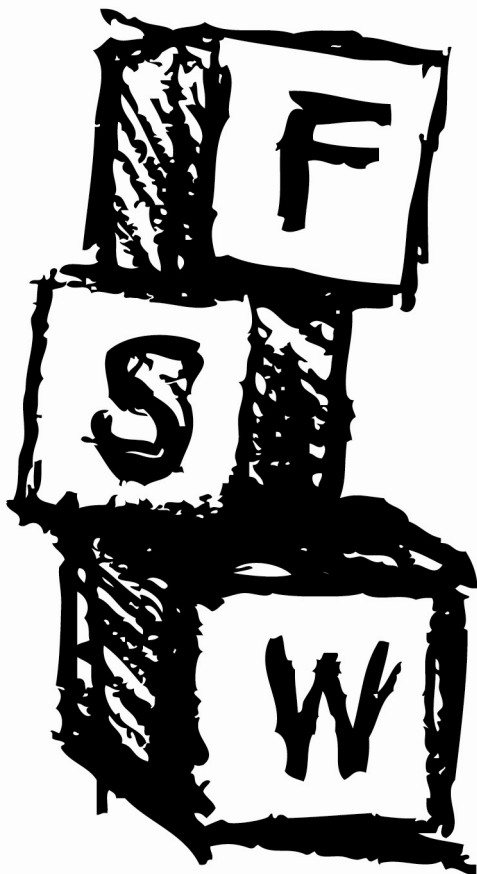


Chichester Diocesan Association For Family Support Work

Helping hurt & broken families

An Independent Registered Charity No 285337



Family

Support

Work

VOLUNTEER POLICY

INTRODUCTION

Established in 1890 as part of the the Diocese of Chichester, Family Support Work continues to pioneer work that focuses on supporting distressed parents, vulnerable children and young people. We seek to help around 2000 families per year across Sussex through individual support, group work and our residential centre Knowles Tooth. As an independent charity, our work is undertaken on a neutral basis, open to all people.

The disintegration of families, arising from issues of bereavement, illness, imprisonment and relational breakdown is accompanied by many emotional and practical difficulties and volunteers form an integral part of our support to these families.

Volunteers are a key component of our values. We currently have in excess of 300 volunteers supporting the work through committees, fundraising, events and support for families. Volunteers provide us with extra human resources, bring new skills, are a source of fresh ideas and energy and help us forge stronger, broader links in the community. Volunteers do not replace paid staff, rather they support, complement and enhance our work with families.

For further information please contact

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VOLUNTEER POLICY

It is the policy of FSW to seek to match the skills, interests and experience of the volunteer to the duties undertaken, though there is no guarantee that we will be able to do so. This policy is not intended to represent a legal document or contract and more information is contained within the volunteer handbook given as part of the induction training.

RECRUITMENT

We will use appropriate means to advertise for volunteers locally that take into account the principles of our Equal Opportunities and Diversity Policies. The applicant will have to complete an application form, but help can be given with this if necessary. The applicant will be interviewed by the Volunteer Co-ordinator and if this is successful the two references asked for will be taken up.

INDUCTION AND TRAINING

A more detailed explanation of these and other related issues are discussed in the Volunteer Handbook which forms part of the Induction Training. The training will be prepared and delivered by the Volunteer Co-ordinator or an appropriate member of staff. This will include:

- The role of the volunteer
- A list of all staff members and volunteers
- A list of Management Committee members and sub-committees
- Copies of all the relevant policies including this Volunteer policy and also the Confidentiality, Health and Safety, Equal Opportunities and Diversity, and Grievance Procedure
- Essential procedures i.e. timekeeping, expenses claims etc.
- Details of ongoing training

SUPPORT

The Volunteer Co-ordinator, other volunteers and appropriate members of staff will offer support to the volunteers. The Volunteer Co-ordinator will be available for regular meetings with the volunteers to discuss any problems or issues that may arise as well as the use of feedback forms, also available on line, which are to be regularly returned to the Volunteer Co-ordinator. While volunteers will be managed by the Volunteer Co-ordinator the work with families will be directed by the appropriate Family Support Worker.

REVIEW

There will be a review of the volunteering after 3 months to discover if the volunteer and FSW are suited to each other. If at any time either party feels that working together is no longer in either party's best interest then either party may terminate the volunteering.

CRIMINAL RECORDS BUREAU

Volunteers whose duties may involve regular contact with children should have Enhanced Disclosure clearance from the Criminal Records Bureau as well as two character references outlining their suitability for volunteering with FSW. Our Volunteer Co-ordinator, David Dickson, will advise you on the process of obtaining an Enhanced Disclosure from CRB.

RECRUITMENT OF EX-OFFENDERS POLICY FOR VOLUNTEERS

As an organisation using the Criminal Records Bureau (CRB) Disclosure service to assess a volunteers suitability for volunteering opportunities, The Chichester Diocesan Association for Family Support Work complies with the CRB Code of Practice. We undertake not to discriminate unfairly against anyone on the basis of conviction or other information revealed.

CONFIDENTIAL INFORMATION

All volunteers must treat as confidential information concerning the business of FSW that comes to their knowledge in the course of their volunteering, and such information must not be divulged or communicated to any person without the written authority of the Director. All information recorded must be stored in accordance with the Data Protection Act as detailed in the handbook.

EQUAL OPPORTUNITY

It is the policy of FSW is to treat all its volunteers fairly and to avoid any form of discrimination being shown on grounds of race, religion, gender, sexual orientation, colour, marital status, nationality, ethnic origin, disability or age. We also understand and value diversity and are committed to responding to the diverse needs of the people who use our services.

EXPENSES

We value our volunteers and want to ensure that there are no barriers to volunteer involvement. Volunteers may claim for out-of-pocket expenses incurred in connection with volunteering. These

will be reimbursed by inclusion on the monthly expense claim form and accompanied by vouchers that provide proof of expenditure.

INSURANCE

Each place of volunteering is covered by insurance for public liability, employer's liability and theft or damage to contents that are the property of FSW. Volunteers are responsible for the safe keeping of all their personal property including any sum of cash which is on the premises. Cash and other valuables including personal property should not be kept on the premises if they are left unattended.

GRIEVANCE PROCEDURE

Though the relationship between the organisation and its volunteer workers is entirely voluntary and does not imply any contract, it is important that FSW is able to maintain its agreed standards of service to the families who use it, and it is also important that volunteers should enjoy making their contribution to this service. Any grievance should initially be brought in writing to the attention of the Director. If a Satisfactory solution cannot be agreed, either the Director or the aggrieved party will present the matter to the Chairman.

If the grievance concerns the activities or behaviour of the Director then the matter should be taken to the Chairman, directly, who will take responsibility for investigating or appointing an independent investigator. If the grievance is substantiated in whole or in part, the Chairman, in consultation with the Executive Committee, will take such action as appears to him appropriate to remedy it.