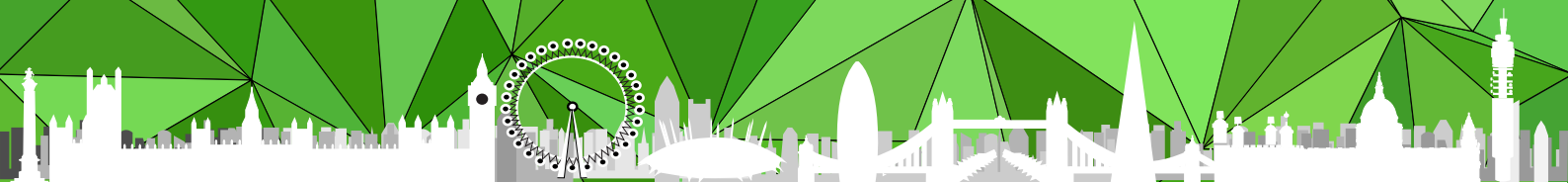




# **BASCH HELPS CIC**

## **VOLUNTEER POLICY**

**Last Reviewed: December 2022  
Last Modified: January 2023**



**Basch Helps CIC is a Community Interest Company registered in England & Wales. Registration No: 12595752**

# Volunteer Policy

Basch Helps CIC will always seek to strengthen its outreach in all boroughs of London by actively seeking the generosity of London's large volunteer community to implement our sustainable non-profit objectives and bring benefit and relief to those most vulnerable in our society.

## Why Include Volunteers?

We recognize that volunteers will play a vital role in our daily operations and that their contribution enables us to deliver our services consistently and efficiently. We will thrive to make Basch Helps CIC, the best possible working environment and build lasting relationships with participants.

- Our role is to encourage voluntary activity, and therefore we want to take a leading role in the involvement of anyone willing to donate time as volunteers to help deliver our services.
- Basch Helps CIC will ensure that volunteers are properly integrated into the organisational structure and that mechanisms are in place for them to contribute to Basch Helps CIC's work.
- We need people from all walks of life and all communities, who can bring their transferable skills and experiences and collaborate on improving the services we offer.
- Volunteers bring a different perspective to the organisation, often reflecting the views of the local community.
- Volunteers can also help to extend the services we are able to offer.

## Who is a volunteer?

A volunteer is any individual who undertakes unpaid activities on behalf of Basch Helps CIC of their own free choice.

Volunteers may be involved in short or long-term activities or as a one off. Typical activities may include:

- Supporting fundraising or awareness raising events
- Involvement in direct delivery of our services and projects
- Working in our kitchen, warehouse or allocated venue
- Being part of our Advisory Board.

## Roles and Responsibilities

Each volunteer will be supported and supervised by a designated member of staff within Basch Helps CIC. The designated staff member will provide guidance, support and supervision to the volunteer to ensure that the volunteering experience is a positive and rewarding one.

The volunteer role is based on trust and mutual understanding. There is no contractual obligation for the volunteer to attend or to undertake particular tasks. However, there is a presumption of mutual support and reliability and a reciprocal set of expectations:

# Volunteer Policy (Continued)

## Volunteers can expect:

- To have clear information about what is and is not expected of them
- To receive adequate support and training
- To be insured and to volunteer in a safe environment
- To be treated with respect and in a non-discriminatory manner
- To receive reimbursement for reasonable expenses
- To have opportunities for personal development
- To be recognised and appreciated
- To be able to say 'no' to anything which they consider to be unrealistic or unreasonable
- To know what to do if something goes wrong

## The organisation expects volunteers:

- To be reliable, open and honest
- To uphold Basch Helps CIC's values and comply with organisational policies
- To make the most of opportunities given, e.g. for training
- To contribute positively to the aims of the organisation and avoid bringing the organisation into disrepute
- To carry out tasks within agreed guidelines
- To adhere to Basch Helps CIC confidentiality & privacy policies at all times

## Recruitment

Recruitment, unless otherwise stated will usually involve contacting us through our online application form, informal interview and if necessary through the inspect of additional documentation or by requesting character references. Some roles may require further checks such as DBS checks which will be undertaken in accordance with the latest guidance.

Recruiting staff will discuss the most appropriate recruitment process with the Advisory Board of Basch Helps CIC. For example, for some roles it might be reasonable to avoid application forms and meet all applicants. Equal opportunities principles will be adhered to when recruiting volunteers. Our Equal Opportunities Policy can be found here. Where it is reasonable to do so we will be flexible with the tasks within role descriptions – e.g. where some tasks may be difficult for a person with anxiety, or to better fit the motivations of the individual.

Recruitment of volunteers for Basch Helps CIC will be supported by the Advisory Board whom will draw up role descriptions with the relevant staff member. Opportunities will be advertised on our website and through signposting sessions, through our volunteer newsletter, and via social media. All enquiries will be responded to within 7 working days.

Where applicants are not able to be placed into their preferred role they will be given feedback and the opportunity to discuss other roles with Basch Helps CIC.

***Each volunteer will have a volunteer agreement establishing what Basch Helps CIC undertakes to provide them. It provides a simple and clear description of their assigned voluntary role.***

***Neither of these documents is a contract; Basch Helps CIC has no intention of creating a contract with any volunteers.***

***Each volunteer will also receive a Basch Helps CIC Volunteers Handbook.***

# Volunteer Policy (Continued)

## Induction and Training

On an event day, Volunteers will receive a briefing which includes a reminder of our safeguarding policies, how to apply themselves, health and safety issues and our risk mitigation report as well as:

- An introduction to other volunteers and staff members
- Information on the assembly point
- A copy of the Volunteer Handbook containing copies of Basch Helps CIC policies in respect of Health and Safety, Equal Opportunities, Confidentiality, Boundaries and Safeguarding
- A copy of Team Leader contact details in case of an emergency.
- Health and Safety procedures briefing

In general, training will be provided by the volunteer's supervisor in an 'on the job' basis, but some roles may require formal training – e.g. in safeguarding issues.

Volunteers assigned to specific roles will be advised on their training and awareness programmes.

## Taster period

There is no taster period, volunteers are free to choose during or after campaign events, if they would like to continue or not.

## Support and Supervision

Each volunteer will have a named supervisor. The supervisor is responsible for training and supervising the volunteer, as well as giving feedback and answering queries. They will also plan work for the volunteer.

## Recognition

Volunteers will be given the opportunity to share their views and opinions of their experiences of volunteering with us. We will also recognise their contribution through social media, during Volunteers' Week and through the use of certificates, newsletters and by saying thank you.

## Confidentiality

All volunteers are bound by the same requirements for confidentiality as staff, as laid down in any Basch Helps CIC policy or by verbal instruction from their supervisor. Volunteers who will have access to confidential information will be asked to sign a confidentiality agreement. Breach of confidentiality is taken very seriously and may result in us asking the volunteer to leave.

We are bound by the Data Protection Act to ensure that we treat volunteer information with respect. Only staff who need to see information for purposes related to volunteer involvement will be able to access it. We will not pass information on without permission.

# Volunteer Policy (Continued)

## Expenses

It is the policy of Basch Helps CIC to reimburse relevant volunteers expenses against the production of receipts or proof of travel payments.

Mileage expenses will be reimbursed in line with the current rates paid by HMRC (currently 45p per mile) up to a distance of 20 miles per volunteering session (£10.00 maximum). Reimbursement against an Oyster Card will be made upon production of a statement detailing the relevant journey. Oyster Card expenses, or any other form of public transport expenditure, will be paid up to a maximum of £8.00 in line with mileage expenses.

Volunteers who volunteer for an all-day session outside of the Basch Helps CIC office, such as an event, are entitled to claim meal expenses up to the value of £5.00 but must provide receipts.

## Problem-solving Procedure

Basch Helps CIC acknowledges that sometimes problems do arise. In the first instance, any volunteer with a complaint or concern should bring it up with their supervisor. If the issue cannot be resolved by informal discussion, then it can be taken up formally through the problem-solving procedure. Volunteers will be made aware of the policy during the induction period.

## Health and Safety

Basch Helps CIC appreciates that all staff and volunteers have the right to work and volunteer in a safe environment. Therefore, all staff and volunteers must carry out their duties in line with Basch Helps CIC's Health and Safety Policy whilst engaged in their work/volunteering activity.

Volunteers are covered by Basch Helps CIC's Public Liability Insurance but if they wish to use their car to carry out any aspect of their volunteering role, the onus is on the volunteer to notify their insurance company to ensure that they are covered on their vehicle insurance. We can support volunteers by providing a template letter or list of insurance companies who generally cover volunteer driving.

## Moving On

When volunteers leave their role, they will be asked to complete an exit survey to provide feedback on their volunteer experience. They will also be given the opportunity to discuss their responses more fully if they wish to do so. Responses from exit surveys should be anonymised and kept confidentially, although key information should be used to inform Basch Helps CIC's volunteering offer and ensure continuing good practice.

## Diversity

All volunteers will be expected to have an understanding and commitment to equal opportunities and diversity and should therefore ensure that they have read Basch Helps CIC's Equal Opportunities Policy. Volunteers are expected to comply with this policy at all times. Volunteers may also request training in respect of diversity issues if they feel that would assist them in their volunteering role.

Basch Helps CIC is very sensitive to different cultures, lifestyles, backgrounds and languages and strives to ensure equality of opportunity to ensure that individuals are given equal access to information, services etc and requires all staff and volunteers to follow these principles. We will strive to provide extra support and make reasonable adjustments, if needed, for volunteers with additional needs including disability, language or mental health.