



<b>Policy Number</b>	<b>Review Date</b>	<b>Next Review Date</b>
<b>9</b>	<b>March 2021</b>	<b>March 2022</b>

## **Little Village Volunteer Policy**

### **Introduction**

Little Village aims to have a reciprocal and mutually beneficial relationship with our volunteers; with their involvement informing and developing our work, and our work enabling individuals to thrive through learning and developing skills, and personal development.

Our Commitment to our volunteers:

- To create an environment where individual differences and contributions are truly recognised and valued
- To ensure that everything we do is grounded in our four values: Love, Solidarity, Thriving and Sustainability.
- To ensure we are inclusive, respectful and anti-racist, living out our values in the way we treat each other
- To recruit volunteers from a wide range of backgrounds, ethnicities, faith communities, abilities & sexual orientations and gender.
- To provide a safe environment to volunteer in, ensuring compliance with all regulations and guidelines To provide adequate information and training related to the responsibilities of the volunteer
- To provide a verbal induction to Little Village and the volunteers role within it
- To explain what is required of the volunteer and to support/encourage the volunteer to achieve the desired results
- To, where possible, assign a buddy/mentor to provide regular support and act as a 'go to' person for questions and provide a clear escalation route for any concerns and challenges
- To welcome and actively encourage comments, feedback and ideas from all volunteers
- To value and recognise the significant contribution volunteers make to achieving the aims of the organisation and to regularly acknowledge commitment/volunteer work
- To provide adequate insurance cover for volunteers whilst undertaking voluntary work approved and authorised by us

## **Practical guidelines**

### **1. Volunteer agreements and voluntary work outlines**

Every volunteer is given a verbal introduction to the work they will be doing, and the tasks expected of them. If required, a written description of the work can be provided. Any written description does not constitute a contract.

### **2. Induction and training**

All volunteers get support to settle in and get to know Little Village. Volunteers will be provided with an initial induction covering core policies, health and safety, safeguarding and an introduction to their role. Where certain roles require additional training, volunteers will be asked to attend or complete relevant courses online. We provide or organise the provision of any training that is needed. Where possible and relevant, we will offer extra training to volunteers in the same way we do for staff.

### **3. Support**

Every volunteer has a named member of staff, or a buddy volunteer assigned as their main point of contact. That person is available to the volunteer to provide support and mentoring and to answer any questions. . Volunteers can speak to the staff member or buddy volunteer about any problems that arise or ask for help if they need it.

### **4. Being part of Little Village**

We believe it is important for everyone to feel part of Little Village - our staff and volunteers as well as people who donate items and the families who use our services. We encourage volunteers to provide feedback on any ideas that will help improve what we do and how we do it and to raise any issues they feel are important or are concerned about.

### **5. Expenses**

We want to make sure that there are no barriers to volunteers getting involved in Little Village. One way we do this is to help with expenses to cover travel if this is a barrier to you attending. We can cover travel costs of up to £5 per day (on the basis you will attend a volunteering session for a minimum of 2 hours). To claim travel expenses, please complete an expense form with supporting receipts and submit to the Session Lead.

### **6. Health and Safety**

Volunteers must read Little Village's health and safety policy and adhere to the procedures and guidance outlined in the Policy. They will also be given Covid-specific and other health and safety training, where relevant to their role.

### **7. Equal Opportunities**

Little Village is an inclusive, respectful and anti-racist organisation. This commitment is reflected in our Equal Opportunities Policy and throughout all our processes. Little Village will not condone, accept or ignore any forms of discrimination or unacceptable behaviour by volunteers, staff and the partners and families we work with.

### **8. Complaints**

Little Village has a complaints policy which sets out how we deal with any complaints. We help volunteers deal with any grievances or complaints as set out in the policy. Volunteers have the right to discuss any concerns with their named contact person at any time.

#### **9. Confidentiality and Data Protection**

Volunteers must respect the confidentiality of service users and Little Village matters in the same way as paid staff. Any data about volunteers will be held in accordance with the Little Village data protection policy. Data will not be shared with any third parties other than in the event of a safeguarding concern. Volunteers with access to Little Village online accounts and/or use of Little Village equipment, including PCs and phones, are required to read and sign the Little Village Use of Company Mobile Phones, PCs and Personal Device Policy.

#### **10. Insurance**

Little Village has insurance that covers all volunteers while they are on site or doing work for Little Village.

Sophie Livingstone,  
CEO, Little Village

Reviewers:  
Jo Collis, Volunteer Manager  
Nijma Khan, Trustee

Review Date: March 2021