



Volunteer Policy

HYHG aims to:

- Promote, support and develop opportunities for people to become involved in their local community through volunteering with HYHG.
- Provide volunteers with access to a wide variety of opportunities and ensure that their experience of volunteering is a positive one.
- Ensure that no person be discriminated against or disadvantaged in seeking paid or unpaid work with HYHG on the grounds of gender, race, age, sexual orientation, marital status, disability or unrelated criminal conviction. Also to oppose discrimination in our working relationships and in the services we offer to young people.

Volunteering at HYHG

The recruitment of volunteers will only be made following a successful interview process, where both parties, HYHG and the volunteer, are happy that their needs will be met. This process will follow the principles of the HYHG staff recruitment procedure.

It is the responsibility of HYHG to identify worthwhile and satisfying opportunities for voluntary work, which will complement the work of paid staff, and for which volunteers will take day-to-day responsibility.

Volunteering opportunities will be widely advertised in a variety of places so as to be open to as broad a section of the community as possible.

All new volunteers will be entitled to a structured induction period to familiarise them with the work of HYHG and will be offered ongoing training and support.

Each volunteer will be accountable to a named supervisor, who in turn will be available to offer support and assistance on a regular basis.

All volunteers will be asked to sign a volunteer agreement. This **voluntary** agreement will act as a safeguard to both the volunteer and to HYHG. The agreement will set out what HYHG is offering its volunteers by way of support and development and what will be expected of volunteers undertaking a particular role on behalf of HYHG.

It is HYHG policy that all HYHG volunteers will be clearly briefed about the importance of keeping appropriate information, gained in the course of their voluntary work, confidential. All volunteers will be asked to sign a copy of our Confidentiality Policy.

After placement, volunteers will be offered regular supervision and progress made will be regularly reviewed. Any difficulties, which may arise, will be discussed and arrangements to make changes to the placement will be made if necessary.

HYHG takes volunteers' views very seriously. There is a complaints and grievance procedure for volunteers, which has equal status to that of paid employees. The procedure will be clearly outlined during induction.

Every volunteer will be entitled to claim expenses - please see our policy for claiming expenses. Volunteers should never be out of pocket for volunteering.

All volunteers have the right to withdraw from volunteering at any time. However, HYHG would be grateful if a period of notice, which will be stated in the volunteer agreement, is offered, to enable us to find a suitable replacement.

Every volunteer will be entitled to have appropriate training to both carry out the work required and to enable self-development. This is subject to funding restraints but will always be viewed as a priority.

Volunteers will be covered by HYHG's insurance policies in respect of public liability and personal accident. Volunteers using their own car must check their insurance cover for travelling undertaken as part of their volunteer duties. For safety reasons, volunteers should never take a young person in their car without a second volunteer or member of staff being present.

For Health and Safety reasons volunteers should never take a client home or make a client aware of their home address or telephone number. Volunteers will never be placed in a lone working situation. Projects will open only when there are two or more workers present.

Volunteers moving to other voluntary work, or paid employment, will be entitled to receive a reference from HYHG, after completion of three months satisfactory volunteer duties.

Volunteers are encouraged to raise ideas and suggestions with their supervisor.