

Title	Volunteering Policy
Document Owner	Director of Employment and Training
Next Review Date	April 2018
Corporate Aim	<ul style="list-style-type: none"> • improve health and prosperity where we work • deliver a strong business fit for today and prepared for tomorrow

1. POLICY PURPOSE AND AIMS

- 1.1 whg defines volunteering as any activity involving somebody who is not a paid colleague of whg doing something that aims to contribute to whg's work.
- 1.2 whg recognises that voluntary work brings considerable benefits to volunteers themselves, service users, colleagues and communities more widely. This Policy sets out how whg will ensure volunteers are properly integrated into whg operations and the mechanisms whg will put in place for volunteers to contribute to our work.
- 1.3 whg will not introduce volunteers to replace or reduce the work of paid colleagues but will offer them additional opportunities that add value to our services and communities and provide personal development to volunteers.
- 1.4 whg expects all colleagues to engage positively with volunteers and support their development.

2 OUR POLICY

- 2.1 whg believes that good quality volunteering opportunities make a significant contribution to improving the health and prosperity of our customers and communities. We will seek to ensure nobody is excluded from taking part due to their financial circumstances and will cover basic costs of involving volunteers where appropriate.
- 2.2 whg recognises that volunteers require satisfying opportunities and personal development and will seek to help volunteers meet these needs. This will include the provision of training and development opportunities where specific needs are identified.
- 2.3 whg will take all reasonable steps to ensure a volunteer's health, safety and welfare while at work in accordance with the Personal Safety Policy.

- 2.4 whg will endeavour to involve volunteers from a wide range of backgrounds and abilities to ensure our volunteering opportunities are as accessible as possible and that volunteers reflect our local communities.
- 2.5 whg will give tailored and varied support to volunteers in order to meet their individual needs, the requirements of the placement they are undertaking and the business needs of whg. This will be done in line with best practice guidance from Volunteering England.
- 2.6 All volunteers will be assigned a named contact person who will provide regular support including ongoing dialogue about the development of their role and any advice and guidance needed. The named contact person will conduct an evaluation of the placement with the volunteer when they are due to finish and volunteers will have the right to request a reference from this person. Any reference issued must first be approved by the Director of Employment and Training or their nominee.
- 2.7 Volunteers will be encouraged to discuss any concerns they may have with their named contact person. If their concerns cannot be resolved, a volunteer can seek help from the Director of Employment and Training or their nominee.
- 2.8 whg expects volunteers to conduct themselves in a professional manner, represent whg positively and conform to whg's corporate values, Code of Conduct and colleague behaviours. Where a volunteer does not meet these expectations appropriate action will be taken to support them. If after a volunteer fails to amend their behaviour despite support or a serious incident occurs their placement will be terminated.
- 2.9 whg will endeavour to provide volunteering placements for any member of the community seeking a development opportunity. We will, however, target our efforts at unemployed customers who need help to get back into education, employment or training. These interventions will be delivered through the Volunteering Works (VW) Programme.
- 2.10 Volunteers on the VW Programme will receive tailored coaching to help them get back in to education, employment or training and will work towards a nationally recognised qualification. Further details and guidance on the programme are set out in the VW Programme Guidelines.

3. PERFORMANCE MEASURES AND TARGETS

- 3.1 The Employment and Training Team will ensure colleagues across whg adhere to this Policy when supervising or working alongside a volunteer.
- 3.2 The Employment and Training Team will report on the outcomes of the Volunteering Works Programme on an annual basis.

4. MONITORING AND REVIEW

- 4.1 This Policy will be reviewed every three years or immediately in the event of any significant legislative or regulatory change.

5. ASSOCIATED DOCUMENTS

whg Volunteering Works Programme Guidelines

whg Equality and Diversity Policy

whg Data Protection Policy

whg Personal Safety Policy

Volunteering England Practical Guide to Employer Supported Volunteering