



HALLBANKGATE HUB LIMITED

A COMMUNITY BENEFIT SOCIETY, RUN BY THE COMMUNITY FOR THE COMMUNITY

Volunteer Policy

Introduction

1. The Hallbankgate Hub's Mission Statement has a section called 'Values and Vision' which states: "We wish to retain in our village a strong sense of community, belonging and social inclusion". One of the ways in which this can be done is by ensuring that people from the local area and wider connected communities are offered the chance to volunteer at the Hub. We wish to encourage people from as wide a range of ages, backgrounds and skills as possible to volunteer. In this way we can ensure that the breadth of experience and abilities of the people of the area can be utilized to the full for the benefit of the community.
2. It is hoped that, through volunteering, people from the community can gain experiences that they value. They can:
 - Give time to make Hallbankgate and the local area better
 - Have a sense of purpose and of belonging to the community
 - Enjoy the camaraderie
 - Meet people
 - Learn new skills
 - Use their skills to help others
 - Inspire other people to help at the Hub too
 - Gain work experience for their CV
3. Hallbankgate Hub recognises the valuable contribution that volunteers make to the organisation. In fact we simply could not do it without you. It is, therefore, our aim to ensure that a person's volunteering experience is as positive and beneficial as possible to both the individual and to the organisation.
4. To this end, we think it important to have proper policies and procedures in place so everybody knows where they stand, what is expected of them, what they can expect from the organisation and what to do if they are concerned about something. Therefore, we have prepared this Volunteer Policy and you will be provided with a Volunteer Agreement at induction that you will need to sign.
5. This Policy is not contractually binding and can be amended at any time.

Overall Structure

6. The Hub is a Community Benefit Society company (Hallbankgate Hub Limited) and there is a Management Committee that has overall responsibility for the organisation. However, on a day to day basis the Hub is run by the Hub Manager (who is employed by the Hub) who reports to the Management Committee. The manager will generally make the operational decisions and the Committee will make the strategic decisions.

Volunteer Recruitment, Selection and Basic Duties

7. Advertising of volunteer roles will take place via leaflets, advertisements, newsletter, social media and word of mouth. We aim to target Hallbankgate primarily and also surrounding villages and towns.
8. Potential volunteers will be asked to complete a form seeking basic background information to determine suitability. A member of the Management Committee, a Volunteer Coordinator or the Hub

Manager will also talk with each volunteer individually to establish what the volunteers feel they have to offer and if they are happy with what the Hub's expectations of them might be.

9. The main areas of work that will be undertaken by volunteers are likely to include:

- Welcoming customers
- Helping with specific requests
- Serving in the coffee shop
- Cleaning the premises
- Till work
- Helping to unload stock deliveries
- Stock rotation
- Pricing and putting out stock
- Delivering to housebound customers

Not all volunteers will be expected to carry out all of these different roles.

10. Some volunteers can have specific roles such as bookkeeping, accountancy, treasurer, practical projects, marketing, library, art gallery etc.
11. Generally, you will specify the hours and days that you are willing to volunteer and this will be incorporated into a Volunteer Rota by the Hub Manager so as to ensure that the opening times and duties within the Hub are covered.

Induction, Management and Supervision

12. Volunteers will be expected to undertake both an initial induction process and specific training to enable them to carry out particular roles within the Hub. Expectations with regard to roles and duties to be carried out will be clear and explicit. Training will generally take place within the Hub premises at a time agreed by all the participants.
13. Generally, all volunteers will initially start on a one month trial basis in order that we and you can be satisfied that the arrangement will work for all concerned on a long-term basis.
14. Volunteers will work within the Hub as part of a friendly and supportive team led by the Hub Manager. The roles or tasks to be undertaken at each volunteering session will be allocated by the Hub Manager. Outside the Hub all volunteer liaison will be the responsibility of the Volunteer Coordinator.
15. The Manager or Volunteer Coordinator respectively are the people to whom relevant queries or uncertainties should be addressed and they will support the volunteers as required. It is expected that all tasks will be carried out in line with our Health and Safety Policy and the training that has been received.

Recognition and Acknowledgement of Value.

16. The Hub recognises how important it is to acknowledge and let volunteers know how much their contribution to the Hub's work is valued. To ensure this the Hub Volunteer Coordinator will use reasonable endeavours to:

- Respond to communications from volunteers promptly
- Ensure volunteers are inducted and trained appropriately
- Keep volunteers up to date and informed
- Ensure volunteers are thanked for the work that they do
- Try and adapt roles and activities, where possible, to suit individual volunteers
- Ensure volunteers are clearly identifiable while carrying out their work
- Ensure that matters arising from one to one Review meetings are acted upon
- Ensure that volunteers have opportunities to make suggestions on the operation of the Hub
- Provide opportunities for volunteers and others to meet socially on a regular basis
- Ensure exit interviews are offered and references provided as required

Employment Status and Payment

17. It is anticipated that the only staff employed by the Hub will continue to be the full time Hub Manager, the part-time Assistant Manager and/or shop assistant, cleaner, and the community engagement officer. All other members of the team will be volunteers. This means that volunteers are unpaid, except for reimbursement of pre-approved expenses incurred directly as a result of agreed business activity. These will be reimbursed on the condition that receipts are submitted.

Confidentiality

18. In the course of providing your volunteering services, you may have access to confidential information relating to the Hub, our staff, the Management Committee, customers and other volunteers. We expect you not to use or disclose this information to any person either during your volunteering experience with us or at any time afterwards.

19 All such information must be kept confidential at all times (including after you cease to volunteer).

Insurance

20 The Hub provides adequate insurance cover for you while you are undertaking voluntary work approved and authorised by us. Volunteers who are required to drive as part of their volunteering work are required to inform their motor insurer that they will be driving in a voluntary capacity.

Policies and Procedures

21 We have a number of policies and procedures governing the operation of the Hub. These include a Health and Safety Policy and an Equal Opportunities Policy. These will be provided to you at induction.

Complaints and Concerns

22 We want the experience of volunteering to be worthwhile and rewarding for all concerned. However, we appreciate that problems can arise from your perspective or from the Hub's perspective.

Therefore, we set out below a procedure by which any concerns that you may have and that cannot be resolved informally with the Hub Volunteer Coordinator can be addressed. Please note that this process is not in any way contractual and the approach taken to addressing any such issues will be proportionate and in line with commonsense, rather than being unduly reliant on process.

- 23 Equally, if we have concerns about your conduct, performance or suitability to be a volunteer then we must be able to raise such concerns with you formally, again presuming that they cannot be informally resolved by the Hub Volunteer Coordinator
- 24 If you have a complaint, query or concern about other volunteers, customers, the Management Committee or how the Hub is operating then this should initially be raised informally with the Hub Volunteer Coordinator. If you have a concern about the Hub Volunteer Coordinator then you can raise this directly with the Hub Manager in writing. The Hub Manager will raise your concern with the Hub Management Committee. If this is not possible then any such concerns should be raised in writing with a member of the Management Committee. As appropriate, the Hub Manager or Management Committee member will seek to resolve the problem informally.
- 25 The Management Committee will aim for proportionate and appropriate investigations to be undertaken and you will be given written confirmation as to the outcome of the issue you have raised. If you remain dissatisfied then you may raise your concerns in person with the Chair of the Management Committee.
- 26 In the event that we have minor concerns about your conduct, performance or suitability to be a volunteer then these will be raised informally by the Hub Volunteer Coordinator (if appropriate, including at the end of the initial one month trial or at the six-monthly reviews).
- 27 If the concerns are more serious then these will be raised formally with you by the Hub Volunteer Coordinator and Hub Manager at a meeting. If the issue cannot be resolved or the issue is so serious to mean that (entirely at our discretion) it is not appropriate for you to continue as a volunteer then we will inform you that you will no longer be able to volunteer for the Hub.
- 28 Unless there are exceptional circumstances, the fact that you are no longer entitled to volunteer will not affect your ability to use the Hub as a customer.