

# Volunteers Policy

August 2019

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## 1. Introduction

1. Volunteers play a crucial role in maintaining, managing and developing services and so are a most vital resource. ADCA could not operate without them.
2. ADCA is a charitable company run as a social enterprise, and everyone associated with ADCA services is fully involved in running and developing the services provided. Volunteers will, therefore, continue to be represented amongst the Charity's Trustees and will take a full part in decision making in all the consultative and formal processes operated by ADCA.

## 2. What we are looking for

1. ADCA looks for people of all ages and backgrounds as volunteer helpers who:
  - are friendly and enjoy talking to people
  - are interested in helping people and sharing interests
  - are patient, with a good sense of humour
  - have practical skills to share
2. We also need volunteer drivers who:
  - have a current, clean driving licence
  - own a car (with full insurance and up-to-date MOT)
  - are in good health
  - are confident driving a vehicle with an older or disabled person as a passenger
3. Regular recruitment drives will be maintained through normal ADCA activities and via special initiatives.

## 3. Volunteer activities

Volunteers may undertake, or help in, one or more of a range of activities, for example:

- providing social support and conversation to members attending the Day Club or Coffee Club
- participating in stimulating activities with members
- preparing, serving and clearing lunch at the Day Club
- serving coffee and biscuits at the Coffee Club
- helping with the running of the Coffee Club
- accompanying members to GP appointments on club days
- providing a befriending service in their own homes to older people and vulnerable adults who are socially isolated
- providing a volunteer driving service to take people to the Day Club, Coffee Club or other local activities

#### **4. Becoming a volunteer**

1. Following an expression of interest from a potential volunteer and the completion of the application form, the Development Coordinator or a nominated Committee Member will discuss with the potential volunteer the nature of the role and the procedure to be followed ahead of formal recruitment as a volunteer.
2. It will always be made clear at the outset that the only specific requirements, following initial discussion with the Development Coordinator, are:
  - to undergo enhanced DBS checks and
  - to provide the names of two referees
3. as all our volunteers work with vulnerable adults, and may sometimes work with children in the context of 'all age' activities.
4. ADCA will provide induction training to all volunteers which will include:
  - Helping People Move Safely
  - Basic Emergency First Aid and Food Hygiene
  - Fire Safety and Emergency Evacuation
  - Safeguarding
  - Confidentiality
5. ADCA will provide other training opportunities and refresher courses on these matters. All volunteers will be routinely invited to special events and speakers on relevant topics of interest.
6. Volunteers will be routinely supported by the Development Coordinator, as well as Committee Members.

#### **5. Development of services**

1. Volunteers are actively encouraged to contribute to the development of services as well as to take part in day-to-day decision making.
2. Volunteers who may have concerns about the way services are being run, or about the welfare of people who use the services, should first raise their concerns in discussion with staff or the relevant Committee Member.
3. If such concerns cannot be resolved in discussion, they should be raised verbally or in writing (on a confidential basis) with the Development Coordinator, the Chairman of ADCA or any Trustee.
4. A confidential response will be provided in writing within two weeks.

#### **6. Ending volunteering**

1. Volunteers are recruited on an open-ended basis but can always withdraw from volunteering if they wish, merely giving reasonable notice to the Development Coordinator.
2. Volunteers may sometimes need a break from volunteering, and this can also be agreed in discussion with the Development Coordinator.
3. Volunteers who cease to be able to undertake their duties effectively or safely, or who are found to be guilty of misconduct in respect of ADCA policies and procedures, will be subject to fair and reasonable process of discussion, investigation and appeal, as described in the relevant policies for employed staff. [See also Grievance Policy]

## Volunteer Application Form

**Return this form to the ADCA Development Coordinator**  
 Audlem Public Hall, 12 Cheshire Street, Audlem, Crewe CW3 0AH

I am interested in the following volunteer roles with ADCA: *(please tick)*

- |                      |                          |                      |                          |
|----------------------|--------------------------|----------------------|--------------------------|
| Day Club             | <input type="checkbox"/> | Befriender           | <input type="checkbox"/> |
| Coffee Club          | <input type="checkbox"/> | Office help          | <input type="checkbox"/> |
| Wednesday Lunch Club | <input type="checkbox"/> | Voluntary driver     | <input type="checkbox"/> |
| Friday Fun Games     | <input type="checkbox"/> | Carers Support Group | <input type="checkbox"/> |

Name .....

Address .....

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Phone .....

Email .....

I understand that an enhanced DBS check will be carried out before I can start volunteering.

**First referee**

Name .....

Address .....

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**Second referee**

Name .....

Address .....

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