

Policy Volunteers

1. Introduction

1.1 The aim of The Harmony Therapy Trust is to identify need and work closely with statutory and other voluntary bodies to provide services to support people with life altering conditions / illnesses.

1.2 In The Harmony Therapy Trust we are committed to involving a diverse range of local people in our work in both formal volunteering and community activity. We do this because we believe that:

- Volunteers, in their diversity of age, experience, cultural background and their involvement within the community, bring to our work a value which adds to our understanding of and response to our beneficiaries' needs.
- Through the involvement of volunteers we contribute to the building and support of active and sustainable communities based on social justice and mutual respect
- The development and support of vibrant community networks and individuals within them is vital to the well being of our beneficiaries.
- We work more effectively with and on behalf of our beneficiaries by providing opportunities for local people to use their skills, knowledge and experience through volunteering
- As volunteers who reflect the diversity of their communities, local people bring a different perspective to that of professional paid staff, which adds value to our work
- People of all ages care about and want the opportunity to contribute to making life a more fulfilling and enjoyable experience for everyone
- Our beneficiaries value the involvement of volunteers
- By involving volunteers we can offer opportunities for genuine involvement, learning and development for individuals
- Without the contribution of volunteers, we would not be able to achieve the work we do.

In The Harmony Therapy Trust, a volunteer is any one who freely chooses to undertake work through giving of their time, skills and experience without financial remuneration other

1.3 than the reimbursement of out of pocket expenses. It is work undertaken by choice and is unpaid.

1.4 In The Harmony Therapy Trust volunteers:

- Serve on our Board of Trustees
- Help with the delivery of our services
- Campaign with and on behalf of our beneficiaries
- Help raise funds to support our work

1.5 We believe that our relationship with volunteers is one of mutual responsibility and commitment within which The Harmony Therapy Trust and volunteers have both rights, trust, respect and responsibilities. We aim to ensure that volunteers enjoy their involvement with us and gain from it in terms of their own personal objectives.

2. Purpose of this Policy

Our purpose in adopting this policy is to:

- Highlight and acknowledge the value of the contribution made by volunteers
- Reflect the purpose, value, standards and strategies of The Harmony Therapy Trust in its involvement of volunteers
- Recognise the respective roles, rights and responsibilities of volunteers in The Harmony Therapy Trust
- Confirm The Harmony Therapy Trust's commitment to involving volunteers in its work
- Establish clear principles for the involvement of volunteers, clarify their roles and the relationships between them, those who involve them and those who receive their services or work alongside them
- Help to ensure the quality of both the volunteering opportunities on offer and the work carried out by volunteers
- Acknowledge the current areas of volunteer involvement in The Harmony Therapy Trust

3. Recruitment and Selection

The Harmony Therapy Trust's Equality policy will be adhered to when recruiting and selecting volunteers.

Volunteers will be required to complete an application form.

It is our practice to request references and to carry our DBS disclosure.

Volunteers will be placed in activities which match their skills, talents and interests and once placed they will be required to comply with The Harmony Therapy Trust's existing policies and procedures.

4. Support for Volunteers

- We will provide an induction programme for volunteers
- We will provide out of pocket expenses for volunteers- they will be given clear information about what expenses can be claimed and how to make a claim
- Volunteers will be given information on legislation and policies which may affect them e.g. Health & safety and Equality and diversity.
- All volunteers will be given support and supervision on a regular basis by the Office Manager.
- Volunteers will be offered access to appropriate training to enable them to develop their capabilities and competence in relation to their volunteering role.
- Volunteers will be made aware of The Harmony Therapy Trust's complaints procedure and who they should contact if they have a grievance about any aspect of their work.

5. Volunteers on Board of Trustees

To support our The Harmony Therapy Trust trustee board we will provide:

- An induction on the role and responsibilities of board members and The Harmony Therapy Trust's work
- Ongoing training
- A trustee induction pack containing useful information about being a trustee, our Organisation and its service provision
- Opportunities to meet team members of their choice
- Written information and reports in good time on matters related to the governance of the Organisation, The Harmony Therapy Trust's constitution and other relevant legislation

6. Rights and Responsibilities of volunteers

In engaging volunteers, we recognise the rights of volunteers to:

- Know what is expected of them and to be given clear information
- Have clearly specified lines of support and supervision
- Be shown recognition and appreciation
- Have safe working conditions
- Be insured
- Know what their rights and responsibilities are if something goes wrong
- Be paid out of pocket expenses
- Receive opportunities for learning and development
- Be free from discrimination
- Experience personal development through their participation as volunteers
- Ask for a reference
- Be consulted on decisions which affect what they do
- Withdraw from voluntary work

We expect that volunteers will:

- Carry out their tasks in a way which corresponds to the aims and values of The Harmony Therapy Trust
- Work within agreed guidelines and remits
- Be reliable
- Respect confidentiality, follow our confidentiality policy and sign a confidentiality agreement
- Attend training and support sessions where agreed
- Not discriminate against anyone connected with the charity
- Maintain the good name of The Harmony Therapy Trust

- **Relationship with paid staff**
- We will ensure that paid staff at all levels are clear about the role of volunteers and that good working relationships are fostered between them and volunteers
- Volunteers on The Harmony Therapy Trust s board of Trustees will observe fair and non-discriminatory standards and conditions of employment and health and safety in respect of paid staff

7. General

We will use opportunities to promote volunteering.

We will ensure the impact of volunteering and its benefits are promoted and acknowledged in our work and relationships with other groups, organisations and partners.

We will promote good practice in volunteering.

We acknowledge the value of employees' volunteering activity and encourage their participation in voluntary activities. Each request from an employee to undertake such activity will be considered on its merits.

8. Responsibility for the policy

Overall responsibility for the implementation, monitoring and review of policies and procedures lies with the Board of Trustees

Adopted Date February 2019

Reviewed February 2020

Signed Robert Nelson

Review date February 2021