



ELHAP Volunteer Policy

Our Commitment to Volunteers

Volunteers make an important contribution at ELHAP. We need volunteers to help us ensure that children, young people and adults get the best out of the time they spend with us. Our volunteers are integrated into the structure and operations of the charity and contribute strongly towards our aims and objectives.

Your Commitment to ELHAP

- To volunteer for at least 7 hours a month or 50 hours a year
- To give ELHAP at least 2 weeks' notice if you are planning to leave ELHAP and can no longer volunteer.
- To give ELHAP at least one week's notice before changing your scheduled volunteering hours.

Who is this Policy for?

Volunteers support ELHAP by giving their time to carry out roles which have been agreed by the charity. The volunteering relationship is based on trust and does not involve the obligations associated with employment. No payment, other than the reimbursement of agreed expenses, is made by ELHAP to people who give their time as volunteers.

This policy is intended for ELHAP volunteers who have accepted an agreed role with the charity. It outlines the principles on which the relationship between volunteers and the charity is based and provides basic information about volunteering with us.

Recruitment

ELHAP welcomes and respects the breadth of experience, skills, dedication and goodwill that volunteers bring. We follow the NSPCC Safer Recruitment process which means all volunteers have to undergo a thorough vetting process. This includes:

1. Interview assessment
2. Satisfactory DBS enhanced disclosure
3. At least two satisfactory references (one from your current employer, school or college)
4. Completion of induction training
5. Completion of a probationary or trial period

In addition to this, we will provide ongoing support and monitoring of your role at ELHAP to ensure it is working well for both you and ELHAP.

We will allocate volunteering placements individually; based on the ability of each applicant to fulfil the role concerned, taking into account any effect volunteers may have on the safety of all parties, our service users and our reputation.

All volunteering placements at ELHAP are for a six month period and will be reviewed and renewed on a 6 monthly basis. Nobody is entitled or obligated to volunteer at ELHAP.

Volunteers with Additional Needs

ELHAP promotes diversity in all areas of volunteering and as a disabled children's charity, we welcome applications from people with disabilities.

As a charity however, we have very limited funds to provide direct support to people wanting to volunteer. If people require significant additional support to fulfil the duties of a volunteer, they may consider applying for a supported placement on the ELHAP Orchard Project which is our adult service. (Placements on the Orchard project require funding which can come through social services, direct payments or self-funding)

The support required for each volunteer will be determined by interview assessment and ongoing monitoring. From this, we will determine whether the applicant is able to meet the requirements of the role with reasonable adjustments and minimal support. Please note that we receive many requests for people to volunteer at ELHAP. It is important to note that volunteering at ELHAP is a very specialised environment and is unlike a school, nursery or any other social-care setting – it therefore may not be suitable for everyone as a volunteering placement.

We do not currently allow volunteers to bring their own carers or support workers into ELHAP – in some exceptional cases this possibility may be discussed with the ELHAP Director – for example if a volunteer needed to be accompanied by a sign language interpreter.

Age

You need to be over 16 years of age to volunteer independently at ELHAP and under 18s will be asked for parental consent. We do not have an upper age limit for volunteers as long as you are able to safely carry out volunteering duties.

Getting started

We want to make sure you have everything you need to get started so we'll provide you with an induction and access to useful materials and information.

We use Better Impact software to process all volunteer applications and for volunteer scheduling. You will need to register at application stage and you will then be able to book and amend your booked volunteer days for a 6 month period in agreement with Elhap. All placements will be assessed and reviewed every 6 months

Equal Opportunities and Diversity

You will be volunteering in an organisation that is committed to equal opportunities and diversity. This commitment is reflected throughout the charity's policies and practices.

Responsibilities and Expectations

We want you to enjoy volunteering with us and we take our responsibilities towards you seriously. As an ELHAP volunteer, you will also be a representative of the charity and, as such, we ask that you act appropriately at all times.

ELHAP's responsibilities:

- To offer equal opportunities to everyone who wants to volunteer
- To offer appropriate training and support for your role
- To recognise loyalty and dedication
- To respect all our volunteers and listen to what you have to say, encouraging two-way communication
- To provide information about the charity's work, policies and procedures
- To reimburse agreed out-of-pocket expenses
- To make necessary arrangements to ensure your health, safety and welfare as a volunteer
- To encourage a positive and friendly atmosphere
- To provide access to trained members of staff, to support, guide and advise you
- To provide access to Better Impact software so you can book your volunteer days online (accessible via smart phones, tablets and computers)
- To contact you in good time if we need to cancel a planned volunteering session for any reason.

Our expectations of you as a volunteer:

- To sign in and out with our time clock every time you volunteer
- To aim for high standards of efficiency, reliability and quality in your volunteering
- To work in partnership with other volunteers, staff and the general public
- To support, respect and adhere to our organisational policies, guidelines and management decisions – including all aspects of equal opportunities, health and safety, data protection and confidentiality
- To always consider and protect ELHAP's good reputation in your actions and conduct
- To act responsibly and within the law
- To let a Team Leader, Project Co-ordinator or Volunteer Project Admin staff know immediately if you have any problems so that we can find a solution together
- To let a Team Leader, Project Co-ordinator or Volunteer Project Admin staff know if there are changes in your personal circumstances that may affect your volunteering
- To have the best possible experience by getting involved and enjoying your volunteering

Health and Safety

We are committed to ensuring your well-being and safety whilst you are volunteering and, in turn, we expect our volunteers to contribute to maintaining a safe working environment.

All volunteers at ELHAP must:

- Report accidents/incidents or dangerous circumstances to senior staff, whether or not any person has been injured
- Be aware of actions to take when an emergency situation arises
- Take reasonable care for the health and safety of yourself and other persons who may be affected by your actions or omissions
- Co-operate with staff by assisting them to fulfil their statutory duties
- Follow our health and safety policy and measures put in place by ELHAP

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Copyright, Intellectual Property and Photography

The rights to any original works that you may produce in the course of volunteering will belong to the charity, unless otherwise agreed. Examples include photography, artwork, graphic design and written work.

We may use photographs of volunteers carrying out their roles for promotional purposes, such as in a leaflet or online. You may, of course, request that an image is withdrawn.

Social Networking

It is very important that volunteers consider their own personal reputation as well as ELHAP's when linking, friending or commenting on ELHAP. It is important to check your privacy settings and ensure that you do not share any inappropriate or personal information with ELHAP or its followers.

Please remember you cannot take photos of any child, young person or adult user with mobile phones, tablets or cameras.

Data Protection and Confidentiality

We take great care to protect your information as part of our data protection responsibilities. As a volunteer, we expect you to protect any personal or confidential information to which you may have access.

Expenses

Volunteers may request reimbursement of reasonable out-of-pocket expenses, such as travel costs. Payment of reasonable expenses must be authorised by Volunteer Project Admin staff in advance and receipts or tickets will be required.

Logging your Volunteer Hours

We require all volunteers to sign in and out each day using our time clock (this uses your finger print or a pin number). This is required for:

- Fire safety
- Security
- Record of your volunteer hours

References

Many volunteers want to receive a reference from ELHAP for work, study etc. We can only give references after you have volunteered consistently at Elhap for a minimum of 6 months. Please note that all references will follow a standard format and cannot offer personal recommendations or judgement on your appropriateness for any role.

Insurance

ELHAP has appropriate insurance in place to cover its volunteers. These include employers' liability insurance and public liability insurance in the event of a volunteer being harmed due to the negligence of the charity, or a third party being injured as a result of the actions of a volunteer whilst performing ELHAP duties. However, our insurance does not cover your personal belongings or driving personal vehicles.

Smoking and Substance Abuse

All of ELHAP premises and events are smoke free. No smoking is allowed in or near our sites or within sight of our members.

Volunteers are asked not to smoke when wearing a badge, ELHAP clothing or anything that would identify you with the charity.

Volunteering whilst under the influence of alcohol or drugs will not be accepted.

Training and Development

You will have access to training and information that we feel may help you successfully carry out your volunteering role. You will be offered an appropriate induction including information about the volunteering environment and any equipment you may be using as a volunteer.

Resolving Concerns

If you have any problems or complaints about your volunteering, please talk to a Team Leader, Projects Manager or Volunteer Project Admin staff. The charity takes the concerns of its volunteers very seriously and will make every reasonable effort to resolve any difficulties. Copies of our Volunteer Problem Solving Procedure are available online at www.elhap.org.uk

Complaints

If you find that any member of staff or volunteer is behaving in a way that concerns you or that is likely to bring the charity into disrepute or cause financial loss, it is your responsibility to inform a team leader or senior staff member immediately. Copies of our Volunteer Problem Solving Procedure are available online at www.elhap.org.uk

Support and Advice

If you would like further information or advice on any aspect of your volunteering with us, please ask the Volunteer Project Admin staff.

T 020 8550 2636

E volunteering@elhap.org.uk

Further Information

ELHAP recognises your contribution as a volunteer towards the vital work of the charity. This is borne out in the policies and procedures we have developed, which cover both staff and volunteers in their work.

- Equality and Diversity Policy
- Data Protection Policy
- Confidentiality Policy
- Safeguarding Children Policy
- Smoking Policy
- Alcohol and Drugs Policy
- Volunteer Problem Solving Procedure
- Health and Safety Policy and related guidance

You can download any of these policies at www.elhap.org.uk