

Centre's Multicultural Resource Centre Working Management Policy

Purpose of the Policy

The purpose of this policy is to provide overall guidance and direction to all staff and volunteers engaged in volunteer involvement. The policy is intended for internal management guidance and does not constitute, either implicitly or explicitly, a binding contractual or personal agreement. The Nuneaton Women's Multicultural Resource Centre (NWMRC) reserves the right to change any aspect of the policy at any time and expects adherence to the changed policy. The Trustees of NWMRC in conjunction with the Centre manager may grant alterations or exceptions to these policies and these must be obtained in advance and in writing. The Centre manager shall decide matters in areas not specifically covered by the policy. This policy will be freely available and will be included as part of the Induction Programme.

Definition of a Volunteer

A Volunteer is anyone who, without compensation or expectation beyond reimbursement of expenses incurred in the course of his or her volunteer duties, performs tasks at the direction of and on behalf of The NWMRC. The NWMRC prior to performance of the task must officially accept a volunteer.

Service at the Discretion of the Centre

The NWMRC accepts the service of all volunteers with the understanding that such service is at the discretion of the Centre. Volunteers will agree that The NWMRC may decide to terminate the volunteer's relationship.

Likewise, the volunteer may at any time, for whatever reason, decide to sever their relationship with the NWMRC. However, notice of such a decision should be communicated as soon as possible to the Centre manager or Volunteer Manager.

Volunteers Rights

The NWMRC will always view volunteers as a valuable resource. Volunteers will be extended the right to:

- be given meaningful assignments
- be treated as an equal co-worker
- effective supervision
- personal development
- full involvement and participation
- Recognition for work done.

In return, volunteers will be expected to actively perform their duties to the best of their abilities and to remain loyal to the values, goals, and procedures of the Centre.

Scope of Volunteer Involvement

Volunteers may be involved at all levels of skills; however, they should not be used to displace any paid employees from their position.

A system of records will be maintained on each volunteer, including dates of service, position held, duties performed, evaluation of work and rewards received. Volunteers and appropriate staff will be responsible for submitting all appropriate records and information to the Centre manager in a timely and accurate fashion. It is the responsibility of the Volunteers' direct line manager to ensure that appropriate monitoring information is submitted in a timely manner.

Volunteers' personal records will be accorded the same confidentiality as staff's personnel records.

Double Policy

Trustees of the NWMRC will not be accepted as direct service volunteers within the organisation.

Conflict of Interest

No person who has a conflict of interest with any activity, programme or project within The NWMRC whether personal, philosophical or financial will be accepted to serve as volunteer. Any possible conflicts of interest should be disclosed to the Centre manager before commencement of duties.

Representation of the Organisation

Prior to any action or statement that might significantly affect or obligate the organisation, volunteers should seek prior consultation with the Centre Manager. These actions may include, but are not limited to public statements to the press, joint efforts with other organisations, which might directly affect NWMRC, or any agreement contractual or financial. Volunteers will be expected to represent the NWMRC as indicated within their task description and only to this extent.

Confidentiality

Volunteers are responsible for maintaining the confidentiality of all privileged information to which they are exposed whilst serving as a volunteer, whether this information involves a single member of staff, other volunteers, clients or other persons involved in the business of the NWMRC. Failure to maintain confidentiality may result in termination of the volunteer's relationship with the NWMRC or other corrective action.

Workplace

An appropriate workplace will be established prior to the enrolment of any volunteer. The area will contain necessary facilities, equipment, and space to enable the volunteer to effectively and comfortably perform his or her duties.

volunteers, just as paid staff, will be given clear, complete and current descriptions of the duties and responsibilities of the task that they are expected to fulfil. Prior to any volunteer assignment or recruitment effort, a task description MUST be developed for each volunteer post. This will be given to every volunteer and will be used in subsequent management and evaluation. Task descriptions will be reviewed and updated at least every two years, or whenever the work within that position changes substantially.

All task descriptions will include a description of the duties of the tasks, a designated supervisor/manager, a list of necessary skills and knowledge, qualifications and a description of the benefits.

Recruitment

Volunteers will be recruited on a pro-active basis. Volunteers will be recruited without regard to disability, age, race, religion or ethnic background.

Interviewing Volunteers

Prior to being assigned or appointed to a position, all volunteers will be interviewed to ascertain their suitability for and interest in the position. Not only will the interview determine the suitability of the position, it will help to determine the commitment of both parties and should answer any questions that the volunteer might have about the tasks.

Placement

In placing a volunteer, attention will be paid to the interests and capabilities of the volunteer and to the requirements of the volunteer position. No placement shall be made unless the requirements of both the volunteer and the supervisor can be met.

Acceptance and Appointment

Service as volunteers with the NWMRC will only begin with an official notice of acceptance or appointment.

Probationary Period

All volunteer placements will initially have a trial period of 90 days. At the end of the 90 days a review will take place at which point either the volunteer or the Centre manager may request a change of position or a mutual decision will be made that the volunteer will no longer continue to work with the NWMRC.

Professional Service

Volunteers will not perform any duties for which a certification or a licence is required, unless they hold such a certificate. A copy of that certificate or licence must be held with the Volunteer Co-ordinator or Centre Manager.

All volunteers will receive induction on the nature and purpose of the organisation, induction on the nature of the task and the activities for which they are expected to perform. An action plan will be developed to ensure that volunteers are confident about the benefits for them and the scope for personal development.

Training

Volunteers will receive specific task training to provide them with information and the skills necessary to perform their duties. The training and delivery methods will be appropriate to the complexity and demands of the position.

Staff Involvement

Staff members with responsibility for delivery of services should have an active part in the design and delivery of both induction and training. Staff who will be in a supervisory capacity for volunteers should have primary responsibility for the design and delivery of the training.

Volunteer Involvement

As volunteers become more experienced they should be included in the design and delivery of induction and training.

Continuing Development

Just as with staff, volunteers should attempt to improve their levels of skills during their term of service. Wherever possible, additional training and educational opportunities will be made available to volunteers, especially for those who wish to develop skills for career development. If training is not available through the NWMRC then volunteers will be signposted appropriately.

Seminars and Conferences

Volunteers will be able to attend conferences, or seminars relevant to their work including those run by the NWMRC or other organisations. Prior approval from the supervisor and the Centre manager should be obtained if attendance will interfere with their work schedule.

Volunteer Supervision And Evaluation

Requirements of the Supervisor

Each volunteer who is accepted with NWMRC must have a clearly identified supervisor who is responsible for direct management of that volunteer. This supervisor will provide day-to-day management and guidance and shall be available to the volunteer for consultation and assistance. The overall responsibility of all volunteers will be that of the Centre manager.

Communication

Volunteers will be entitled to all necessary information pertinent to the performance of their work. Therefore volunteers should have access to all

os, materials etc., relevant to the work they are
supervisor will be responsible for ensuring that
are on the distribution list.

Absenteeism

Volunteers are expected to perform their duties on a regular scheduled basis. When expecting to be absent, volunteers should inform their supervisor as soon as possible to ensure that alternative arrangements can be made. Continuous absenteeism will result in a review of the volunteer's work and or term of service.

Evaluation

Volunteers will receive six monthly reviews and will look at performance, suggest any changes in work style, seek suggestions from volunteers on means of enhancing relationships with the NWMRC and convey appreciation for the volunteers.

The task description and personal objectives should form the basis of these reviews and a written record should be kept for each evaluation. The responsibility for these evaluations lies with the supervisor and, where appropriate, corrective action must be taken following an evaluation. These corrective actions might include additional training, re-assigning to another area or working with another supervisor, suspension or in some cases dismissal.

Disciplinary

If volunteers do not follow the rules and procedures of the NWMRC they might be dismissed. No volunteer will be asked to leave until the volunteer have an opportunity to discuss the reasons for their dismissal. Possible reasons for dismissal may include but are not limited to some of the following: gross misconduct, being under the influence of alcohol or drugs, theft of property or misuse of the Centre's equipment or materials, abuse or mistreatment of clients or co-workers, or failure to adhere to policies and practice. The supervisor and the Centre manager will be consulted together with the management board before a final decision can be made.

Exit Interviews

Volunteers may resign from the NWMRC at any time. Volunteers are expected to provide adequate notice of their departure. The Volunteer's Supervisor, where possible, should conduct exit interviews (Both these roles will more than likely be performed by the same person). The interview should ascertain why the volunteer is leaving, suggestions that the volunteer may have on improving the position and generally how they might improve the functions of the wider organisation and explore the possibility of future relationships.

Volunteer Management

Supervisors are expected to maintain regular communication with the Centre manager on the status of volunteers they are supervising and are responsible



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work which are especially important when there
to ensure suitable corrective actions.

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The Centre manager will conduct annual evaluation of the use of volunteers. This evaluation will be based on information gathered from supervisors and volunteers and will assist in the collection of data and outputs required by current or future funding bodies. This also informs the relevant agencies and the community about volunteer involvement.

Volunteer Support And Recognition

Access to Information

Volunteers will have access to information, equipment and materials directly related to the duties they perform. They will also have access to training on equipment where appropriate. Property and materials will only be used when directly related to their duties.

Insurance

Employee liability insurance will be available for volunteers engaged on working with the NWMRC.

Informal Recognition

All staff, paid and unpaid should work together to find creative ways of recognising volunteers' contributions to the Centre, such as an annual party and achievement certificates.

Volunteer Empowerment

Volunteers are encouraged to develop their skills whilst working at the NWMRC and are to be assisted into full time work or other volunteer tasks that assume higher responsibilities, should they so wish.

Agreement Date:

Review Date:

Supervisor Signature: