

Volunteers Policy Statement

Introduction

This policy sets out the ECBHA approach to engaging, promoting and supporting individuals that volunteer within the organisation.

It is recognised that volunteering, particularly within community based organisation setting, can bring significant benefits for the both the individuals and the organisation. However it is also recognised that, due to the organisations scale, it is not able to provide dedicated resources for the recruitment, development and management of its volunteers and therefore a proportionate approach is required.

The delivery of the ECBHA Involvement and Engagement Strategy will potentially lead to an increased number of customer volunteering.

Definitions

ECBHA has adopted the National Council for Voluntary Organisations definition for volunteering:

‘We define volunteering as any activity that involves spending time, unpaid, doing something that aims to benefit the environment or someone (individuals or groups) other than, or in addition to, close relatives. Central to this definition is the fact that volunteering must be a choice freely made by each individual’

Volunteers are not simply seen as a ‘free resource’ and it is recognised that for volunteering to be undertaken successfully training, support and management is needed alongside an understanding of the volunteers motivations. Individuals who wish to spend time volunteering within ECBHA may wish to do so for various reasons

Policy Statement

The policy is driven by:

- The necessity to support and empower interested individuals to volunteer via a fair and consistent approach.
- Ensuring that volunteers have a meaningful experience benefiting both them and the organisation.
- Ensuring recognition of volunteer contributions.

To achieve this we will:

- Have a short application form for volunteers to complete to ensure that we have consistent information of those volunteering, an understanding the volunteering they are interested in and the time commitment that they can realistically make.
- Ensure that all volunteers have an agreement document is in place to provide clarity of expectations for both parties.
- Ensure that all volunteers have a consistent baseline induction alongside any more detailed training relating to the topic area of the volunteering.
- All volunteering arrangements will be reviewed at least quarterly to ensure that they are

still appropriate for both the individual and the organisation.

- Reimburse reasonable expenses provided that they are agreed and approved prior to being incurred.

All voluntary activities must be:

- Aligned to ECBHA values and must not create a direct conflict with the organisations business aims and remit.
- Approved and overseen by the Chief Operating Officer or Chief Executive Officer.
- Adhering to all relevant ECBHA policies and procedures. Volunteers will have awareness of the key policies before they can start their volunteering, including Health and Safety, Equality and Safeguarding.

It is the volunteer's responsibility to ensure that their benefits and work searches are not affected by their volunteering commitments.

Customers may only be involved in volunteering related to co-regulation if they are considered compliant with their tenancy agreement or other contractual agreements.

ECBHA will also:

- Promote volunteering opportunities through staff, customers, and its external communication channels.
- Not use volunteers to fulfil a role within the agreed company staffing structure; volunteers are to support and enhance business and service delivery.
- Keep records of volunteering to facilitate evaluation of opportunities provided and participated in.
- Utilise guidance from organisations such as:
 - National Council for Voluntary Organisations
 - Volunteering England Good Practice Bank

ECBHA reserves the right to not engage an individual as a volunteer, in such circumstances the individual will be notified of this decision in writing at the point of application and will have the opportunity to appeal this by writing to the Chief Executive Officer within 14 days of receiving the decision.