

Volunteers in the Workplace – A Manager’s Guide



ORGANISATIONAL DEVELOPMENT

Issued: February 2024

Version Control

This document is intended for:

- Council staff only School-based staff only Council & School-based staff

Version	Key Changes	Approved By
Apr 2020	Reformatted only	DMT
Feb 2024	Minor updates to terminology used	DMT

This document may be reviewed and amended at any time and without consultation in response to legal requirements or in response to an organisational requirement and where the changes do not reflect a fundamental change or affect the spirit or intent of the document.

Contents

1. Introduction	3
2. Scope	3
3. Definition of Volunteer	3
4. Principles.....	3
5. The Role of Organisational Development.....	4
6. Rights and Responsibilities of Volunteers	4
7. Confidentiality.....	5
8. Health, Safety and Welfare	5
9. Volunteer Opportunities.....	6
10. Management of Volunteers	10
11. Training, Development and Support.....	10
12. Dealing with Volunteer Concerns	12
13. General	12
14. When Volunteers Leave	13
Appendix 1: Volunteer Position Description Example	14
Appendix 2: Volunteer Placement Offer Letter and Volunteer Contract.....	16
Appendix 3: Volunteer Agreement	18
Appendix 4: Volunteer Thank You Letter	21
Appendix 5: Application Form - Volunteer Role	22

1. Introduction

The Council/School recognises the importance of volunteers in many areas of the Council's/School's work. The use of volunteers within the Council/School can benefit service users, employees, local communities and the volunteers themselves.

This Guide outlines the Council's/School's approach in relation to the use of volunteers within the Council's/School's services. It is aimed at all Directorate/School contacts who recruit volunteers and for the purpose of the Guide they will be referred to as the Volunteer Co-ordinator. The Volunteer Co-ordinator is usually the Directorate/School contact who facilitates the engagement of volunteers within the Directorate/School. In some Directorates/Schools the co-coordinating role will be undertaken by individual managers in Service Areas.

2. Scope

This Guide applies to all those who volunteer on a regular basis. This Guide does not apply to those who volunteer on a genuinely ad-hoc basis e.g. accompanying young people on an organised school trip, helping at a one-off event, providing that the volunteer is not left alone and unsupervised in charge of children or vulnerable adults.

3. Definition of Volunteer

The term volunteer is defined in the Police Act 1997 (Criminal Records) Regulations 2002 as:

'Any person engaged in an activity which involves spending time, unpaid (except for travel and other approved out-of-pocket expenses), doing something which aims to benefit some third party other than or in addition to a close relative.'

Therefore, volunteers are individuals who, unpaid and of their own free will, contribute their time, energy and skills to benefit the Council/School. It must be emphasised that volunteers are not employees of the Council/School, and volunteering with the Council/School cannot be a direct route to employment with the Council/School.

4. Principles

Volunteering is a legitimate and crucial activity however the role of volunteers complements, but does not replace, the role of the Council's/School's paid employees. Volunteer Co-ordinators should take appropriate steps to ensure that employees are clear about the role of volunteers, and vice versa, and to foster good working relationships for both groups.

The Council/School is committed to equal opportunities and no volunteer shall receive less favourable treatment as outlined under the Equality Act 2010.

Volunteers will not be used during times of industrial action to do the work of paid staff.

5. The Role of Organisational Development

Advice and guidance on the use of volunteers is available from Organisational Development (OD), however, OD does not normally need to be actively involved in any of the processes for recruiting volunteers except for the purpose of administering the DBS check. Directorates/Schools will need to retain appropriate records and documentation for volunteers during their time with the Council/School in line with the relevant guidelines for storage of personal information.

6. Rights and Responsibilities of Volunteers

When an individual starts volunteering with the Council/School, their Volunteer Co-ordinator should outline what is and is not expected of them, their rights and responsibilities and what to do if something goes wrong. The Council/School recognises the rights of volunteers to:

- have adequate support in their volunteering
- receive appreciation
- have safe working conditions
- be insured
- know their rights and responsibilities if something goes wrong
- receive relevant out-of-pocket expenses in line with the Council's/School's policy
- receive appropriate training and support
- be treated in accordance with the principles of the Equality Act 2010

The Council/School expects volunteers to:

- carry out tasks in a way that reflects the aims and values of the Council/School
- respect the Council's/School's work and not bring the Council/School into disrepute
- comply with the Council's/School's policies and work within agreed guidelines
- be reliable
- be honest
- respect confidentiality
- make the most of training and support opportunities and attend training as agreed

7. Confidentiality

Volunteer Co-ordinators need to ensure that all volunteers are provided with details of the Council's Code of Conduct, Code of Conduct and Practice for Registered Teachers and the relevant ICT and information management policies as they apply to the specific volunteering role, as part of the volunteer's induction process. This will include those relating to personal information held by the Council/School relating to the volunteer. As a guide, Volunteer Co-ordinators should cover the following with their volunteers during their induction:

- Volunteers must not use any information obtained during their volunteering for personal gain or benefit, nor should they pass it on to others who might use it in such a way.
- All volunteers must abide by the principles of the [Data Protection Policy](#).
- Volunteers should be aware of which information the Council/School is and is not open about, and act accordingly. If a volunteer is unsure about any aspect of disclosure of information, they must refer the matter to their Volunteer Co-ordinator or Supervisor.
- Volunteers should not communicate to the public the proceedings of any meeting that constitutes part of the Council's/School's decision-making process, nor the content of any document relating to the Council/School unless required by law or expressly authorised to do so.
- A volunteer who receives a request from the media to comment on any issues concerning Council/School services or operation shall not comment without the express consent of their Volunteer Co-ordinator.
- Volunteers who require an email account will be required to comply with the [Information Security Policy](#) and the Council's/School's ICT meta compliance procedures.

Information concerning a volunteer's personal details will not be supplied to any person, unless the Council/School receives a written request containing the volunteer's consent. This should be agreed with the Volunteer Co-ordinator or Supervisor.

8. Health, Safety and Welfare

The Council/School has a responsibility for the health, safety and welfare of volunteers. Volunteers should at all times follow the Council's/School's Health and Safety policies and procedures. Volunteers have a duty of care to themselves and others who might be affected by their actions. Volunteers should not act outside their area of work. Volunteers should report all accidents and incidents to their Volunteer Co-ordinator. As a Volunteer Co-ordinator, you will need to provide volunteers with appropriate **risk assessment** and guidance on any health and safety issues, training, as well as the provision of personal protective equipment if needed. Further guidance can be found in the [Use of Voluntary Workers](#) guide.

9. Volunteer Opportunities

When using volunteers, selection for a specific volunteering opportunity should be made on merit, with the individual's suitability to carry out the volunteering role being the main criteria. However, it may be necessary for the Volunteer Co-ordinator to consider other relevant issues before determining whether to offer a specific volunteering opportunity at a particular time. These may include:

- The number of volunteers already working in the Service Area.
- The availability of Volunteer Co-ordinators to provide appropriate training, development and support to the individual.
- Other operational issues such as annual leave periods, or high rates of sickness absence.

Where a Service Area is actively seeking regular volunteers or is approached by individuals well known to the Service Area, the same measures should be adopted as for paid employees working in the same area e.g. application form, references, DBS check where appropriate, etc. This provides the Service Area with adequate information about the volunteer which may not otherwise be made available if a formal process is not followed and ensures that children and vulnerable adults are appropriately safeguarded.

However, if the volunteer's role will be ad-hoc and limited e.g. accompanying staff and children on a trip, it is not necessary to conduct a formal process providing that the volunteer is not to be left alone and unsupervised in charge of children and/or vulnerable adults.

General

The guidance below outlines the minimum process which services should follow when engaging volunteers. It is recognised that, depending on the individual service and the nature of the volunteer placement, there may be the need to include specific additional elements in the engagement process or to ask volunteers to agree to comply with specific service-related Codes of Practice/rules, etc.

Advertising

Volunteering opportunities should be widely promoted in ways that makes them accessible to as wide a cross-section of the community as is possible. This could include via the Council's website, newsletters, or partner organisations.

Volunteer Role Description

Where volunteers are recruited to work within a Service Area on a regular basis, a clear and concise Volunteer Role Description of the tasks to be undertaken and the skills/experience required should be developed. An example of a Volunteer Role Description can be found in [appendix 1](#).

A copy of the Volunteer Role Description should be provided to any individual interested in volunteering with the Service Area. This will ensure that the prospective volunteer fully understands the role which they are volunteering to undertake.

Application Process

An individual wishing to become a volunteer will be asked to complete an application form. The applicant will be asked to identify areas in which they would like to volunteer.

An Application Form should be used to recruit volunteers and to ensure that the Service Area has all the necessary information prior to offering volunteering opportunities to individuals. Particular reference should be made to any gaps in employment history and employment references (see below). A sample Application Form is attached at [appendix 5](#).

Volunteer Interviews

When a Service Area has received a completed Volunteer Application Form, the potential volunteer should be invited to attend a volunteer interview. This is not a formal selection interview; instead, the purpose of the volunteer interview is to:

- Discuss the volunteering role(s) available, including how regularly volunteering will take place.
- Gain further information about the volunteer's skills and experience.
- Check the details in the volunteer's application (e.g. periods of time not covered by education or employment, details of any convictions or cautions disclosed).
- Explain the Council's/School's requirement for satisfactory references and (where applicable) DBS checks (see below) prior to any volunteering commencing.
- Outline the Council's/School's Volunteer Agreement and any specific Service Area guidance that will apply to the volunteering opportunity.
- For the volunteer to ensure that they fully understand the potential volunteer opportunity.
- For the Service Area to satisfy itself that the volunteer is capable of undertaking the volunteer opportunity on offer.

Offer of Volunteer Placement and Volunteer Agreement

Following the volunteer interview, if the Service Area decides to proceed with the volunteer's application for voluntary work, they should write to the volunteer confirming the offer of the volunteer placement. The volunteer placement must be offered subject to receipt of satisfactory references and, where applicable, a DBS check (see below). A standard Offer of Volunteer Placement letter can be found in [appendix 2](#).

The Council's/School's Volunteer Agreement ([appendix 3](#)) should be enclosed with the offer of volunteer placement letter. The purpose of the Volunteer Agreement is to help both the Council/School and its volunteers by making the expectations of the volunteer placement clear for both parties. The Agreement also makes it explicit that volunteers are not employees of the Council/School.

References

The Service Area must obtain a minimum of two references for the potential volunteer. References which are deemed 'satisfactory' to the Council/School should be received prior to the volunteer undertaking any volunteering duties. Taking up references is important so that you can:

- check that the person is who they say they are
- check their suitability for a particular role
- add information not disclosed at interview
- demonstrate to volunteers, staff and service users that volunteers are an integral part of the service and therefore need to be checked formally
- satisfy everyone that reasonable precautions have been taken to ensure the Council/School has exercised its 'Duty of Care' towards its service users/pupils

Many individuals and organisations are reluctant to give any information beyond confirming a person's name, in what capacity they know them and how long they have known them for. The referee may have their own agenda and the information they give is their personal view. Some volunteers find it difficult to identify a referee, particularly if they have been out of work/education/volunteering for some time.

Decide exactly what information you need from a referee and who would be best placed to provide this. The reference information attached in the appendices should help you do this. Be prepared to help people think about who they know who could give them a reference. This may include:

- Employers - fine for people who are either employed or have been so recently but difficult for others.
- Other professionals - could include social workers, probation officers, health visitors, day centre staff, tutors, religious leaders or anyone else who may know the volunteer in a professional capacity.
- Personal friends - a character reference from a personal friend can provide useful information. Close family members are generally excluded.

Under the Data Protection Act volunteers may claim access to their references. However, disclosure is almost certain to identify the referee and the act provides some limited protection for third parties.

If you receive a reference that causes concern, ask the referee's permission to discuss with the volunteer. Review the reference in the context of your original impression of the volunteer and consider the role, support and training available.

Disclosure And Barring Service

Where a Disclosure and Barring Service Check is required for volunteering in a specific area, the Volunteer Co-ordinator will need to ensure that a DBS check to the equivalent level is undertaken for anyone undertaking regular volunteering work in the same area.

Unless there is a signatory in the Service Area (for those checks that are completed within the Service Area, please check your internal procedures) DBS checks are normally coordinated by OD and the Volunteer Co-ordinator. Managers/Volunteer Co-ordinators will be informed of a satisfactory check via email from OD.

If a DBS check is of concern, the Volunteer Co-ordinator should meet with the individual before they start volunteering to try to establish the circumstances around the offence(s) listed and document the meeting. During the meeting, areas around the timescales between the offence(s) and the volunteering duties and the level of risk this would lead to if the volunteer was permitted to carry out their volunteering duties should be discussed. A decision will then need to be made on whether it would be suitable for the volunteer to carry out their volunteering duties. Further advice and guidance can be obtained from OD.

DBS checks are not normally transferrable from one organisation to another (unless the Volunteer is a member of the Update Service) and are not transferrable from a volunteer to employee role. If in the future a volunteer becomes an employee a new DBS check would be required as part of the pre-employment checks.

If a volunteer's role is ad-hoc e.g. accompanying staff and children on a trip, it will not be necessary to undertake a DBS check providing that the volunteer is not to be left alone and unsupervised in charge of children or vulnerable adults.

Volunteer Drivers

Any volunteers who will be transporting equipment or people using a vehicle provided by the Council/School must comply with the Driver's Handbook. Volunteer drivers must have a full valid driving licence and will be covered by the Council's insurance policy when carrying out Council/School business only. Any queries regarding the nature of usage should be discussed with the Risk and Insurance Section or Transport Section prior to any work being carried out.

Where the volunteer will be using their own vehicle, a copy of the vehicle's insurance policy and if appropriate, the MOT certificate will be necessary. Volunteer drivers are required to comply with the same checks/assessments undertaken by other members of staff.

The volunteer must report any accidents to the Council/School and must also report any motoring offences or police cautions to the Council/School. The Council/School will not pay any parking fines accumulated by the volunteer.

Volunteer Files

Before and throughout the volunteer's time with the Council/School, a basic volunteer file should be maintained by the Volunteer Co-ordinator. As a minimum, this should contain the following information:

- The volunteer's completed Volunteer Application Form.
- The Volunteer Role Description for the role being undertaken.
- The references received for the volunteer.
- Confirmation that a satisfactory DBS check has been received listing the certificate reference number and issue date (not the DBS check itself, as this needs to be destroyed).
- The letter offering the volunteer a placement.
- The volunteer's signed Volunteer Agreement.
- Details of any training undertaken by the volunteer during the placement.
- Copies of any references given by the Volunteer Co-ordinator regarding the volunteer either during or after their volunteer placement.

N.B. As a volunteer is not an employee of the Council/School, there is no need to copy any of this information to OD.

10. Management of Volunteers

Before the Volunteer Starts

As a Volunteer Co-ordinator you may wish to meet with the volunteer to discuss the role, what they would like to do, what their expectations are, what days and times they can do and any training or development they might need to complete before they start their role. Good preparation is key for a good experience for the volunteer and as such you will need to develop a volunteer pack, an induction process which should include any training or development that is needed and appoint a mentor or buddy for the volunteer. If the role requires it, you will also need to arrange for the volunteer to complete a DBS application.

First Few Days

As a Volunteer Co-ordinator, your role will be to ensure that volunteers are recruited in accordance with this Guide. Volunteers will also need to be appropriately inducted into their volunteering role and receive the necessary training, development and support to undertake their role. As a Volunteer Co-ordinator you will be the contact point to enable volunteers to raise any issues or concerns they may have.

So that the volunteer feels comfortable within their role, they will need to be introduced to other volunteers and members of staff, shown around the Directorate/School to see where everything is and where to go if they have any questions.

In addition, volunteers should have a nominated employee/mentor in their workplace to offer day to day guidance and advice to help the volunteer carry out their volunteer role and tasks effectively. Volunteers should be informed of who to contact to receive support and (where applicable to the volunteer role) more formal supervision as part of their induction process.

11. Training, Development and Support

Volunteer Pack

The volunteer on commencing their placement as a minimum should be given a pack containing:

- An overview of a Volunteer's Guide to Volunteering.
- The Volunteer Role Description for the role being undertaken.
- The volunteer's copy of the Volunteer Agreement.
- Details of where the volunteer can access the Council's/School's policies and procedures.

Induction

New volunteers will need to be properly inducted into the Directorate/School and will need to be briefed about the activities to be undertaken in their volunteering role.

They should be given all the necessary information to enable them to perform with confidence. It is important that the volunteer complies with any Council/School policies.

Training and Development

Volunteers will need to have access to the training, development and support necessary for them to undertake their volunteering role. This may include any specific training organised by the Volunteer Co-ordinator in the area in which they are volunteering, access to training via the Council/School e-Learning website, and any training programme where relevant.

The Volunteer Co-ordinator should identify any training and development which it is essential that a volunteer undertakes and agree with the volunteer during their induction process the timescales in which this training and development must be completed. Volunteers who do not complete any essential training within the agreed timescales may cease to be used until such time as the training is completed.

Any volunteer whose role involves volunteering with children and/or vulnerable adults must complete appropriate safeguarding training as soon as possible after commencing their volunteer role. The online safeguarding training can be accessed on the Council/School e-Learning website and the Corporate Safeguarding Policy is available on the Council's [website](#).

All volunteers should be made aware of and have access to relevant Council/School policies, including those relating to volunteering, health, safety and welfare, child protection and equal opportunities.

Support and Supervision

In order to provide feedback and guidance, review meetings should be arranged with agreement of the volunteer on a regular basis, the frequency of which will depend on the type of role the volunteer has and the individual concerned.

Volunteers should have access to regular support and, where appropriate to the volunteering role, more formal supervision. The support and/or supervision necessary will vary depending on the Service, the type of volunteering role and the individual and therefore should be discussed and agreed with the volunteer during their induction process. This will include the frequency, duration and format of support/supervision sessions.

Volunteers should be given the opportunity, where appropriate, to share their views and opinions with the Service's wider staff team, for example at staff meetings.

Performance and Misconduct

Where there is a mutual agreement between the volunteer and the Volunteer Co-ordinator that the volunteer will undertake a specific number of volunteering hours/sessions, there is an expectation that the volunteer will complete these sessions. Where a volunteer regularly does not attend agreed volunteering duties without good reason or there are substantial concerns around performance or conduct, it is recommended that the Volunteer Co-ordinator contact or meet the volunteer with the possibility of terminating the volunteering relationship. However, it must be emphasised that volunteers are not employees and as such cannot be expected to perform to the same level. It is recommended that if a volunteer struggles

with their duties, options such as training, confidence building, mentoring, buddying or shadowing other staff/volunteers with a review period be explored before ending the volunteering relationship.

Complaints

In the event of a complaint being made against a volunteer by a service user or any other party then the approved complaint's process will be used and appropriate action taken. Reference should also be made to the paragraph on performance and conduct contained within this Guide.

12. Dealing with Volunteer Concerns

The Council/School aims to treat all volunteers fairly, objectively and consistently. We wish to maintain positive and amicable relationships with our volunteers, recognising the important contribution they make to our work.

The Council/School will therefore seek to ensure volunteers' views and/or concerns are heard, noted and acted upon promptly where appropriate.

Volunteers should raise any views or concerns that they may have initially with their Volunteer Co-ordinator. If the Volunteer Co-ordinator is unable to resolve the issue they should refer to their manager for advice.

Where it is not possible to resolve any concerns raised informally, volunteers should be advised that any formal complaints need to be raised with a Head of Service/Headteacher.

13. General

Insurance

The Council's/School's liability insurance policies include the activities of volunteers and liability towards them. However, volunteers' personal possessions are not insured against loss or damage.

Expenses

The Council/School recognises that the reimbursement of expenses incurred in the course of their volunteering role is important from an equal opportunities point of view to ensure that all individuals have access to voluntary opportunities. Volunteers are therefore able to claim reasonable out of pocket expenses. The procedure for making a claim, and what expenses can/cannot be claimed should be explained to the volunteer as part of their induction process.

The payment of any expenses claim is subject to the production of receipts as evidence of the expenditure. Where necessary, volunteers will be provided with assistance by their Volunteer Co-ordinator to submit their claim.

Gifts and Hospitality

Volunteers should treat with extreme caution any offer or gift that is made to them which is in any way linked to their volunteering work for the Council/School. No volunteer should accept any gift or hospitality from any person, firm or organisation with whom the Council/School has had, is having, or is contemplating having, dealings of any kind.

The acceptance of any gift or hospitality shall be subject to the approval of the relevant Chief Officer/Headteacher. Wherever possible, approval should be obtained before acceptance. Volunteers must report to their Manager/Headteacher any offer of a gift or hospitality regardless of whether or not they accept it.

Volunteers should not accept significant personal gifts from contractors and outside suppliers, although as a guide it is considered acceptable to keep insignificant items of token value such as pens, diaries, etc. The distinction must be drawn between such items, which may be used at the volunteering base, as opposed to gifts of a personal nature, which should be refused. Further guidance on gifts, hospitality and sponsorship can be found in the Council's [Code of Conduct](#) policy.

Valuing Volunteers and Giving Recognition

Volunteers value being thanked and appreciated for the time and commitment they give. National Volunteers Week is an ideal opportunity to congratulate volunteers for all their hard work from the 1st - 7th June each year. Wales Council for Voluntary Action administers the Wales Volunteer of the Year Award scheme each year, which gives certificates of recognition for special volunteering achievements across the country. Nomination forms are available December to March each year from Volunteer Centres or can be downloaded from www.wcva.org.uk

14. When Volunteers Leave

When a volunteer leaves, it may be for a variety of reasons and it is important to clarify why a volunteer is leaving so that we can use that feedback to further improve our volunteer processes in the future. If possible, an informal meeting should be held as part of the leaving process. It may be useful to prepare in advance a list of what the volunteer has achieved during their volunteering work and to discuss with the volunteer their future plans (be prepared to signpost volunteers to the careers service, higher education, the volunteer bureau and other volunteering opportunities, etc).

The Council/School values and recognises the significant contribution volunteers make during their placements and as such, a thank you letter ([appendix 4](#)) should be given to the volunteer.

If appropriate, the Volunteer Co-ordinator should offer to act as a referee. Guidance on writing references can be found in the [Manager's Guide to Writing References](#).

Appendix 1: Volunteer Position Description Example

This sample worksheet can be adapted to develop position descriptions for the volunteer positions in the Council/School. As in this example, more than one volunteer may hold such a position.

Sections of the Job Description

Explanation and Example

Purpose:

This section describes the specific purpose of the position in no more than two sentences. If possible, the purpose should be stated in relation to the Council's/School's mission and goals

Example: The Outreach Volunteer at will set up and attend events promoting the after-school youth soccer program.

Job Title:

What title has been assigned to the position?

Example: Outreach Volunteer

Location:

Where will the volunteer work?

Example: The Outreach Volunteer will work out of the Council's main office at [location] and at designated sites and events as identified by the Manager.

Key Responsibilities:

List the position's major duties.

Example: The Outreach Volunteer:

- (1) Plans, sets up, and attends public events where youth and parents are likely to attend, such as after school recruiting events, Parents Association meetings, school events.
- (2) Conducts outreach meetings with groups of parents requesting information about the Youth Soccer Program.
- (3) Distributes brochures and informational packets through a wide variety of venues.
- (4) Conducts research on appropriate places to recruit youth and other volunteers.
- (5) May work with a team of Outreach Volunteers. Collaborates with the team to develop a shared workplan.
- (6) Works with Program and Communications staff to develop new materials as necessary.

Reports to:

Indicate the title of the person to whom the volunteer reports.

Example: Director of Youth Programs

Length of Voluntary Period: Note the time period in which the volunteer will serve, and include restrictions, if applicable.

Example: The Outreach Volunteer will serve from September to August, primarily after school and on weekends during the school year, and at any time during the summer.

Time Commitment: Indicate the approximate number of days or hours required per week.

Example: The Outreach Volunteer will provide up to 12-15 hours a month throughout the year.

Qualifications: List education, experience, knowledge, and skills required. If a DBS check or other background check will be conducted such as taking up references, it should be indicated here. Reference can also be made to the Council's Competency Framework.

Example: Potential volunteers need experience with youth programming. Experience with public speaking important. Knowledge of soccer helpful.

Support Provided: List resources that will be available to the volunteer.

Example: An induction will be scheduled at the convenience of the Outreach Volunteer. Two hours of bespoke training and attendance at monthly Youth Program planning meetings is desirable.

Other categories that an organisation would include, if applicable, in a volunteer job description are:

- *Selection process and performance coaching process*
- *Training/professional development opportunities and/or requirements*
- *Reporting and working relationships*

Appendix 2: Volunteer Placement Offer Letter and Volunteer Contract

<NAME>
<ADDRESS>

<DATE>

Dear <NAME>

OFFER OF VOLUNTEER PLACEMENT: <VOLUNTEER ROLE TITLE>

Thank you for your interest in working on a voluntary basis with <Blaenau Gwent County Borough Council's NAME OF SERVICE>/<NAME OF SCHOOL>. Following your volunteer interview on <DATE> with <NAME>, <JOB TITLE>, I have pleasure in confirming that we would like to offer you a volunteer placement as a <VOLUNTEER ROLE TITLE>.

This letter and the enclosed Volunteer Agreement sets out the agreement of the volunteer arrangement between <Blaenau Gwent County Borough Council> <NAME OF SCHOOL> and yourself. The documents aim to ensure that we are both clear about what voluntary work you have offered to do and that you are fully aware of what the <Council/School> undertakes to provide in return for your valuable time.

Volunteer Placement:

Your volunteer placement will be based at <BASE OF VOLUNTEER PLACEMENT>. As discussed at your volunteer interview, your placement will be for <NUMBER OF HOURS> hours per <DAY OR WEEK> from <TIME> to <TIME>, on <DAY/S OF THE WEEK>. You have agreed that the minimum length of your placement will be for <INSERT DETAILS E.G. THREE MONTHS, ETC> and this will be reviewed after <LENGTH OF REVIEW PERIOD>.

As discussed at your volunteer interview, your volunteer placement is subject to the receipt of satisfactory references and receipt of Disclosure and Barring Service check* (*delete reference to DBS clearance if this is not required for this placement*). **You will not be able to commence your volunteer placement until these are received.**

Volunteer Agreement:

Attached to this letter you will find two copies of the <Council's/School's> Volunteer Agreement. The purpose of the Volunteer Agreement is to make the expectations of the volunteer placement clear for both the <Council/School> and yourself as a volunteer. Please read the Agreement carefully and then sign both copies, returning one to me in the envelope provided, retaining the second for yourself.

As soon as the <Council/School> has received satisfactory references and a satisfactory DBS Check, we will contact you to arrange a mutually agreeable start date for your volunteer placement. However, if you have any queries in the meantime, please contact your Volunteer Co-ordinator, <NAME, JOB TITLE> on <INSERT CONTACT DETAILS>.

Finally, I have great pleasure in welcoming you to <NAME OF SERVICE/SCHOOL> I hope you will enjoy your voluntary work with <NAME OF SERVICE> and that your work will be rewarding.

Yours sincerely

<NAME>

<JOB TITLE>

Appendix 3: Volunteer Agreement

Volunteers are an important and valued part of the Council/School. The Council/School appreciates and values you volunteering with us and will do the best we can to make your volunteer placement with us enjoyable and rewarding.

This Volunteer Agreement describes what you can expect from us, and what we hope you will contribute to us. We hope that you enjoy volunteering with us and feel a full part of our team.

THE VOLUNTEER

As a volunteer, I agree to:

- Perform my volunteering role to the best of my ability and to work to the Volunteer Role Description I have received;
- Follow the Council's/School's procedures and standards, including those for health and safety and equal opportunities, in relation to its employees, volunteers and clients;
- Attend for my volunteer placement on time, and for the hours agreed, and to give as much warning as possible when I cannot volunteer when expected;
- Maintain the confidentiality of information received during the course of my volunteer placement, including that of the organisation and of its clients, and ensure that this is not disclosed to any third party;
- Treat all individuals I encounter as a volunteer fairly and not discriminate on the basis of any protected characteristic;
- Undertake any training or development necessary for me to fulfil my volunteer placement;
- Participate in the agreed volunteer support and/or formal supervision arrangements discussed with me at my volunteer interview;
- Attend and contribute to any meetings where appropriate.

<BLAENAU GWENT COUNTY BOROUGH COUNCIL> <NAME OF SCHOOL>

<Blaenau Gwent County Borough Council> <Name of School> agrees to:

General

- Support you in undertaking your volunteer placement and do our best to help you develop your volunteering role with us;
- Respect the skills and experience which you bring to your volunteer placement;
- Keep you informed of any possible changes to your volunteer placement and consult with you on these where appropriate.

Equal Opportunities

- Treat all volunteers fairly and not discriminate on the basis of any protected characteristic..

Health, Safety and Welfare

- Ensure that you have a safe working area in which you can undertake your volunteer placement;
- Provide any necessary training in relation to health and safety;
- Provide any necessary personal protective equipment necessary for you to undertake your volunteer placement.

Induction, training and support

- Allocate you a named Volunteer Co-ordinator who will oversee your induction, training and development and who will be your main contact for any concerns you may have in relation to your volunteering placement;
- Provide you with a thorough induction to the work of the Council/School and the Service Area, our employees and your volunteering role;
- Explain the standards we expect for our services and to encourage and support you to achieve and maintain these;
- Provide you with the support of a nominated employee in your workplace to offer day to day guidance and advice to help you carry out your volunteer placement and tasks effectively.

Expenses

- Pay any reasonable out of pocket expenses you incur. The procedure for making a claim, and what expenses can/cannot be claimed will be explained to you as part of your induction process. The payment of any expenses claim is subject to the production of receipts as evidence of the expenditure.

Insurance

- Provide adequate insurance cover for volunteers whilst undertaking voluntary work approved and authorised by us. Please note that volunteers' personal possessions are not insured against loss or damage.

Dealing with Concerns

- Try to resolve fairly any problems, grievances and difficulties you may have while you volunteer with us;
- In the event of an unresolved problem, to apply the procedures outlined in the Council's/School's Grievance Policy/Procedure;
- If at any time you are unhappy or experience problems about aspects of your voluntary work with us, please contact your Volunteer Co-ordinator in the first instance.

FOR <BLAENAU GWENT COUNTY BOROUGH COUNCIL> <NAME OF SCHOOL>

<INSERT NAME AND JOB TITLE OF VOLUNTEER CO-ORDINATOR>

SIGNATURE:

DATE:

VOLUNTEER'S ACCEPTANCE

I have read the above and the conditions of the volunteer placement and confirm my acceptance of the volunteer placement offered.

NAME OF VOLUNTEER: <INSERT NAME>

SIGNATURE:

DATE:

This agreement is binding in honour only; it is not intended to be a legally binding contract between us and may be cancelled at any time at the discretion of either party. Neither of us intends any employment relationship to be created either now or at any time in the future.

Appendix 4: Volunteer Thank You Letter

<NAME>
<ADDRESS>

<DATE>

Dear <NAME>

On behalf of <Blaenau Gwent County Borough Council> <Name of School> I wish to thank you for your contribution and hard work you have carried out in the role of <VOLUNTEER ROLE TITLE> at <NAME OF SERVICE>. I hope that you have found the experience rewarding and you have had the opportunity to gain new skills and experience.

I wish you well in all your future endeavours and will be pleased to provide a standard reference for any future employment or volunteering opportunities.

Yours sincerely

<NAME>
<JOB TITLE>

Appendix 5: Application Form - Volunteer Role

APPLICATION FORM – VOLUNTEER ROLE

SURNAME:	
FORENAME:	
ADDRESS:	
NATIONAL INSURANCE NUMBER:	
TELEPHONE NUMBER – HOME:	
TELEPHONE NUMBER – WORK:	
TELEPHONE NUMBER – MOBILE:	
DO YOU POSSESS A FULL DRIVING LICENCE? ANY OTHER LICENCE?	
DO YOU HAVE USE OF A CAR?	

WORK RELATED QUALIFICATIONS (INCLUDING DRIVING)

LEVEL / SUBJECT	GRADE	DATE ACHIEVED

ARE YOU CURRENTLY STUDYING FOR A QUALIFICATION? IF SO, PLEASE PROVIDE DETAILS BELOW.

--

EMPLOYMENT HISTORY

CURRENT POST

JOB TITLE:	
GRADE OF POST:	
DATE APPOINTED:	

PREVIOUS POSTS HELD

POST TITLE	EMPLOYER	FROM/TO

PLEASE INDICATE THE TYPE OF OPPORTUNITIES YOU WISH TO BE CONSIDERED FOR AND YOUR AVAILABLE HOURS. PLEASE OUTLINE ANY SKILLS/EXPERIENCE WHICH YOU FEEL MAY SUPPORT YOUR APPLICATION.

--

SIGNATURE:		DATE:	
-------------------	--	--------------	--