Furnichurch

A LOCAL CHARITY HELPING LOCAL PEOPLE

VOLUNTEER POLICY

As Furnichurch is a small charity, the volunteers who work with us are a very important part of our team. We are committed to maintaining a safe and friendly working environment where all are treated fairly and with respect. We also seek to maintain high standards of customer service when dealing with any clients whether on our premises or in their homes when we deliver or collect furniture.

This policy sets out what is expected from volunteers and how we try to fulfil our commitments to them.

RECRUITMENT:

We will use appropriate means to advertise for volunteers locally. Applicants will have to complete an application form and help can be given with this if necessary. Applicants will be interviewed and if successful, references will be asked for and followed up.

A DBS check with the Disclosure and Barring Service will be made if it is relevant and necessary for the post.

It is important to us that volunteers:

a) want to make a difference to the lives of people in our community who are in need
b) are committed to their role and are reliable in their timekeeping
c) are people who get on well with others and enjoy working in a team

INDUCTION:

Induction training will be given to new volunteers. This will include:

1) Introduction to our charity – who we are and what we do
2) Introduction to the volunteer role which may be working in the warehouse, the Food Larder or with the van team
3) Expectations – behaviour, appearance, teamwork
4) Safeguarding and health and safety – main points

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ONGOING TRAINING:

Some of this will be formal, other sessions will be informal and sometimes, volunteers will be required to familiarise themselves with written or audio-visual information. On occasions when appropriate, a 'buddy system' may be used.

POLICIES AND PROCEDURES:

It is essential that volunteers read all our policies and procedures and adhere to them for the safety and wellbeing of the Furnichurch team and the general public. Special attention should be paid to our Health and Safety Policy and to our Safeguarding Policy.

SUPPORT:

If volunteers are not sure about anything, particularly about their role at the charity, they should ask a more senior colleague or the manager immediately. If they are unhappy in their work for whatever reason or are concerned about something, they should speak to the manager about it. If they do not get a satisfactory response, then the matter can be taken to the trustees of the charity.

PERFORMANCE:

It is essential that we achieve our charitable objective of serving the needy in our community through the provision of household items and food and we seek to maintain our good reputation and high standards when dealing with all those who use our services. It is therefore important that volunteers pay attention to the language they use and their behaviour when dealing with the public or when using social media, as this can reflect badly on our charity.

If a volunteer fails to measure up to a satisfactory standard of behaviour and performance in their role, then a meeting will be arranged to discuss concerns and a target for improvement within a specific time period will be set. If improvement is not achieved within that time period, then we will have to stop using that volunteer's services.

At any meeting, you are free to bring a friend to accompany you and you will be given the opportunity to state your case and to ask any questions you wish.

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CONFIDENTIALITY:

A volunteer must not at any time disclose any confidential information with regard to the practice, business dealings or affairs of the employer or of any of the employer's customers or clients or any other matters which may come to his knowledge by reason of his volunteer work at Furnichurch. Confidentiality must be maintained even after the volunteer has ceased to work for our charity.

OUR COMMITMENT TO YOU:

We aim to make your time as a volunteer both useful and enjoyable by creating a safe and friendly work environment and by giving you the opportunity to learn some new skills.

At the same time, you will be making a difference in the lives of many needy people in our area.

Signed……
Date……

Signed……
Date……