



Volunteer Policy

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Contents

Introduction

Who and what is The Proud Trust?

Volunteer roles and tasks at The Proud Trust

What Volunteers can expect of The Proud Trust

What The Proud Trust expects of volunteers:

Appendices

Appendix 1 Volunteer role description

Appendix 2 Competencies

Appendix 3 Café/Centre volunteer form

Appendix 4 Youth work volunteer form

Appendix 5 Equal Opportunities Monitoring Form

Appendix 6 Volunteer Confidentiality Agreement

Appendix 7 Volunteer Interview Questions

Introduction

This Volunteer Policy describes the arrangement between The Proud Trust and volunteers. We wish to assure volunteers of our appreciation of their contribution to the organisation, and our intention is that this policy will help to make the volunteer experience enjoyable and rewarding

Who and what is The Proud Trust?

The Legal Status of The Proud Trust is a registered company limited by guarantee, company number 5585290 and also a registered charity, 1161102.

Charitable Objects:

The following objects are for the benefit of lesbian, gay, bisexual and transgender (LGBT) children and young people in the North West of England:

- (1) To preserve and protect the physical and mental health of such people, in particular but not exclusively through the provision of information, guidance, emotional support and social meeting spaces.
- (2) The promotion of equality and diversity for the public benefit by
 - (a) the elimination of discrimination on the grounds of sexual orientation and gender identity.
 - (b) advancing education and raising awareness in equality and diversity.

Beneficiaries

Our key beneficiaries are **young LGBT people aged 8 – 25.**

Our secondary beneficiaries are:

- Family, friends and allies of LGBT young people
- Professionals who work with children and young people
- Young people who need to know more about sexuality and gender diversity
- Adult members of the LGBT community

Services Provided by the organisation are:

- Youth work delivery
- LGBT awareness training and peer educators
- Peer support and youth volunteering
- Community Café and food growing project
- Provision of an LGBT Centre
- Infrastructure support to LGBT youth worker networks and groups.
- Events and conferences
- Research

Core Values

Organisational Culture is one of the key elements of its growth

- Empowerment
- Integrity
- Promoting Education
- Support and care
- Community
- Valuing individuality
- Participation

Values Statement

The Proud Trust is a lifesaving and life enhancing organisation that helps young people empower themselves to make a positive change for themselves and their communities

and success. The characteristics that make ‘the minimum viable scale-up-able’ culture¹ are:

- Developing organically
- Young people’s participation
- Using youth and community work principles
- Genuine partnerships cultivated over time
- Trust-based relationships and structure with devolved decision-making to staff, volunteers, young people
- Volunteerism – where people at every level are generous with their time, increasing our social capital

Our organisation adheres to professional guidelines to provide a high quality service with consistent standards and practise. We consult our young people on the shaping of our organisation and curriculum.

Volunteer roles and tasks at The Proud Trust

Our volunteers have always contributed to our work. The nature of volunteer roles depends upon the programme, specific circumstances and the volunteer themselves.

Examples of volunteer roles include:

1. Short term volunteers for a specific event or project
2. Placement volunteers to carry out a research or developmental role
3. Long term volunteers who may coordinate larger projects, help run youth clubs, café, allotment and other programmes for the organisation
4. Trustees who govern the organisation

Volunteer tasks will vary depending upon the project but could include the following:

- Working with young people (e.g. youth work)
- Marketing and publicity
- Training and facilitating groups
- Producing resources and research papers
- Administration
- IT, website and multi-media work
- Mentoring
- Community cafe and allotment
- Supporting residential weekend and trips out
- Representing The Proud Trust at events

¹ Based on a paper on retaining culture when scaling up social enterprise by karenroterdavis.com

What Volunteers can expect of The Proud Trust:

1. Recruitment, Induction and training

- To provide a clear process for applying to be a volunteer. This will usually involve the submission of an application form, (see appendices 1-6), followed by an informal interview. The Proud Trust requires most volunteers to undergo an enhanced Disclosure and Barring Service check (DBS), and will require references for volunteer positions. The Proud Trust will meet all costs of obtaining DBS check. The volunteer confidentiality statement Appendix 6) must be signed by all volunteers.
- To provide an induction to the work of The Proud Trust, its staff, your volunteering role (e.g. task description, hours, conduct) and the induction and/or training you need to meet the responsibilities of this role.

2. Supervision, support and flexibility

- The purpose of this is to explain the standards we expect for our services, to encourage and support you to achieve and maintain them.
- To provide a named person who will meet with you through one-to-one or peer supervision to discuss your volunteering and any successes and problems.
- To give you a copy of our confidentiality policy and to explain this to you, so that you can sign it
- To do our best to help you develop you in your volunteering role.

3. Expenses

- To reimburse out-of-pocket expenses in line with our Expenses Policy. This may include travel, meals, equipment and childcare. Please note that these must be agreed in advance with the staff member who is supervising you. Please keep all your receipts to hand in with an expenses claim form (which we will provide) within a reasonable amount of time in order for your expenses to be reimbursed.

4. Health and safety

- To provide adequate training and feedback to support our health and safety policy, a copy of which is available on request.

5. Insurance

- To provide adequate insurance cover for volunteers whilst carrying out their volunteering roles which have been approved and authorised by The Proud Trust.

6. Equal opportunities and diversity

- To ensure that equality and diversity are respected and all volunteers are dealt with in accordance with our diversity and equality policy, a copy of which is available upon request.

7. Problems, complaints and disciplinary procedures

- To try to resolve any problems, complaints and difficulties you or The Proud Trust may have while you volunteer with us. In the event

of an unresolved problem, volunteers will discuss the issues in accordance with our Disciplinary and Grievance Policy (please note that as a volunteer and not a staff member, some elements of this policy will not apply).

What The Proud Trust expects of volunteers:

- To help The Proud Trust fulfil its mission, values, and activities
- To share the values of the organisation and to work in line with these at all times
- To perform your volunteering role to the best of your ability
- To follow the organisation's procedures and standards, including health and safety and equal opportunities, in relation to its staff, volunteers and clients
- To maintain the confidential and sensitive information of the organisation and of its participants
- To meet the time commitments and standards which have been mutually agreed to and to give reasonable notice so other arrangements can be made when this is not possible
- To provide referees as agreed who may be contacted, and to agree to an enhanced DBS check being carried out
- To not act in a way that would bring the organisation into disrepute. This includes being aware of boundaries e.g. between young people and adults; and maintaining appropriate boundaries at all times.
- To let the person supervising you know of any existing friendships or relationships you have with anyone connected to The Proud Trust.

This policy is binding in honour only, and is not intended to be a legally binding contract and may be cancelled at any time by either party. The Proud Trust does not intend any employment relationship to be created with volunteers. This policy will be reviewed regularly in line with The Proud Trust's Board of Trustees policy review process. This Policy has been adapted from materials and resources from the following: **The National Centre for Volunteering** - www.volunteering.org.uk