



VOLUNTEERS POLICY

SECTION A

PRINCIPLES

- MAYFACS core principles are to help alleviate isolation and loneliness and help promote health & wellbeing in our local community and to help bring the community together.
- This is achieved by a series of different activities in varied locations, aimed at different ages groups, with certain activities intergenerational.
- Although MAYFACS has a number of paid staff, whose roles are to implement and coordinate these activities, to offer the diversity, volunteers are a key part of fulfilling our core principles.
- We recognise that for some people, volunteering is a way of making new friends, feeling useful in their community and helping alleviate their own loneliness.
- At all times MAYFACS complies with the current GDPR regulations in keeping volunteer records (Ref: 06 Privacy & Data Protection Policy)
- An assessment of risk is carried out when designing volunteer roles

RIGHTS & RESPONSIBILITIES OF VOLUNTEERS

Volunteers are a vital part of the success of MAYFACS and all volunteers will be valued & respected.

In involving volunteers we recognise the right of volunteers to:

- know what is expected of them and to be given clear information, induction and relevant training
- have clearly specified lines of support and supervision
- respect confidentiality and privacy
- be shown appreciation & recognition
- have safe working conditions
- be insured
- know what their rights and responsibilities are
- be paid expenses
- holidays and breaks
- be trained and receive ongoing opportunities for learning and development
- be free from discrimination
- experience personal development through their participation as volunteers
- be consulted on decisions that will affect what they do and be encouraged to give feedback to develop volunteer roles
- withdraw from voluntary work.

Volunteers have the responsibility to:

- carry out their tasks in a way which corresponds to the aims and values of this organisation
- volunteer within agreed guidelines and remits
- respect confidentiality
- respect other volunteers, service users and staff
- respect the human rights of others
- carry out their tasks with a regard for others health and safety
- attend training and support sessions where appropriate
- provide a referee when required
- provide an up to date DBS certificate or have one carried out if necessary



SECTION B

SELECTION OF VOLUNTEERS

- MAYFACS is committed to equal opportunities when selecting volunteers and actively seeks people from a wide range of ages and backgrounds.
- A clear description is drawn up for each volunteer role. It outlines the necessary skills, attitude, experience and availability to carry out that role.
- Where possible MAYFACS will adapt tasks to suit the needs, abilities and interests of individual volunteers.
- There is clarity between the volunteer and MAYFACS paid staff about the boundaries of the volunteer role.

RECRUITMENT of VOLUNTEERS

1. All people interested in volunteering are provided, where appropriate, with clear information about the:
 - opportunities
 - the recruitment & selection process
 - what volunteers can expect from the organisation
 - what the organisation's expectations are
2. MAYFACS will make sure potential volunteers are welcomed and not intimidated by the paperwork and form filling.
3. All volunteers will be asked to read and sign the following documents irrespective of their volunteering role:
 - MAYFACS Confidentiality Policy
 - Provide contact details
 - MAYFACS Privacy Statement, which includes our GDPR statement.
4. MAYFACS takes a considered approach to taking up references which is consistent and equitable for all volunteers, taking into consideration the nature of the volunteering role.
5. All volunteers will be introduced to the MAYFACS team and other volunteers with whom they will come into contact.
5. No volunteer will be used in roles **a** to **c** below without the appropriate Enhanced DBS certificate or following the current government procedure. Roles **d** and **e** will be monitored by the Shed Coordinator and an enhanced DBS certificate will be applied for if deemed necessary or government guidelines change.

MAYFACS follows different recruitment procedures and management for different roles. Each role has its own paperwork & procedure appropriate to the level of volunteer independence.

These roles are currently sub-divided into:

- a) MAYFACS Community Transport - drivers for cars and minibuses (Ref: 08 Community Transport Policy)
- b) Befrienders
- c) Life Stories Chaperones
- d) Shed session leaders
- e) Repair Café (Ref: MSRC-01 Volunteer Policy)
- f) Shed Operation Group
- g) Activity leaders Eg: Poetry, Tuesday Afternoon Club, Tuesday Chat



- h) Helpline Operators
- i) Prescription & shopping distributors
- j) Administration
- k) Volunteers in a supporting role at which there is usually a MAYFACS employee in attendance
Eg: Toddlers, Five Ashes Tea & Chat, Matinee Films
- l) Behind the scenes volunteers – bakers

VOLUNTEER MANAGEMENT

- All volunteers will be supported in their role from a member of the MAYFACS’ staff appropriate to the role they have undertaken.
- Either one-one and/or group support/training will be offered as appropriate or relevant to their role.
- MAYFACS will be mindful of any emotional demands of the role and ensure appropriate support is offered.
- Volunteers have a right to refuse any demands they consider to be unrealistic or unsuited to their skills.
- Volunteers will be kept informed of any changes in the organisation which affects their role.
- Volunteers will be offered appropriate training eg dementia awareness, first aid, safe handling and any shed related training that may be relevant to the shed volunteers.
- If appropriate, volunteers can be given a reference.
- MAYFACS will encourage volunteers to give feedback on their role, help in decision making and use this feedback to update volunteer practices if appropriate.
- If volunteers have a grievance or complaint, they will be advised of who to approach and follow the guidance in section C.

SECTION C

COMPLAINTS PROCEDURE

- Regular meetings will be held with volunteer groups where volunteers have the opportunity to voice any concerns
- Any volunteer who is unhappy about any aspect of their role is, in the first instance, encouraged to speak to a member of staff coordinating that activity.
- The member of staff will take their concerns seriously, document the volunteer’s concerns and advise the MAYFACS Manager. An appropriate course of action will be planned involving all parties in discussion.
- A volunteer is entitled to voice their concerns direct to the MAYFACS Manager, who will document the concerns and a course of action will be planned in liaison with the volunteer and any other relevant member of staff.
- If the volunteer is unable to satisfactorily resolve the issue with the MAYFACS manager, he/she can take their concerns to a member of the trustees, who will take their concerns seriously and consult with the appropriate member of staff and the MAYFACS manager.
- All steps in the complaints procedure will be documented.

POLICY No.
09

DATE POLICY REVIEWED/REVISED: January 2024 DATE FOR NEXT REVIEW: January 2027

TRUSTEE SIGNATURE: Signed on hard copy

TRUSTEE NAME (Print): L.Firrell (Chair)