



AMISFIELD PRESERVATION TRUST VOLUNTEER POLICY

1. Purpose of Volunteer Policy

This policy document sets out the broad principles governing the involvement of volunteers with the Amisfield Preservation Trust. It has dual aims of upholding the quality of the organisation and ensuring volunteers are treated with dignity, fairness and consideration. In addition, it describes what a volunteer may expect from the organisation and what the organisation may expect from the volunteer.

1.1 Commitment to Volunteer Involvement

Amisfield Preservation Trust recognises the valuable contribution that volunteers make and seeks to actively promote the importance and effectiveness of volunteering.

1.2. Definition of Volunteer

A volunteer is anyone who, without financial remuneration, undertakes work for the Amisfield Preservation Trust. Volunteers' roles will complement those of paid staff and will not be used in ways which supplant or displace paid staff. Volunteer positions are well defined and matched to the volunteer's skills, abilities, talents and interests.

1.3. Volunteer Entitlements and Conditions

Volunteers are entitled to insurance, induction, training, personal development, and health and safety, in compliance with relevant legislation.

1.4. Equal Opportunities

Amisfield Preservation Trust is committed to an equal opportunities policy, eliminating discrimination based on age, gender, national or ethnic origin, disabilities, economic status, religion or sexual orientation. Volunteers will be expected to adhere to anti-discriminatory practices.

1.5. Volunteer Expectations

Volunteers can expect from Amisfield Preservation Trust:

- to be valued and recognised
- to be treated with fairness and consideration
- to be provided with insurance cover in the garden
- to have specific lines of support and supervision
- to have appropriate induction and training
- to have an opportunity for personal development
- to have safe and healthy working conditions
- to be consulted in decisions relevant to their roles and activities

1.6 Amisfield Preservation Trust Expectations

Volunteers have certain obligations and are expected to:

- support and promote the aims and principles of the organisation
 - work within the policies, practices and values
 - be reliable, trustworthy and accountable
 - respect the confidentiality of any private or personal information
 - communicate ideas, opinions, questions and concerns to the appropriate person within the organisation

2. INDUCTION

2.1 Meeting

Every volunteer will be invited for an induction meeting. Meetings will be kept informal and structured to be of benefit to our organisation and the volunteer. A volunteer's skills, interests, motivation and intended time commitment will be ascertained at the meeting. The volunteer's willingness to participate and any training requirements will be discussed. The volunteer will be encouraged to ask questions and raise concerns or doubts.

2.2 Practical Arrangements

New volunteers will be taken on a tour of the garden and buildings and made aware of:

- the location of the toilets
- arrangements for ensuring the safety of personal belongings
- the location of the first aid box and the identification of a named First Aider • procedures in the event of an accident.

2.3 Introduction to Staff and Other Volunteers

New volunteers will be made to feel welcome on their first day and efforts will be made to introduce them to as many people (both staff and other volunteers) as possible.

3 STARTING WORK IN THE GARDEN

3.1 Gardening Skills

Volunteers are expected to work in the garden as discussed at their induction meeting. Gardening skills are beneficial but by no means essential. Volunteers will be encouraged in the course of their volunteering to acquire new gardening skills as appropriate.

3.3 Volunteer Agreement

After an appropriate period of induction, volunteers will be offered the opportunity to sign a Volunteer Agreement. The Volunteer Agreement:

- identifies in writing the agreed undertakings of both the volunteer and Amisfield Preservation Trust
- will be signed and dated by both the volunteer and the Volunteer Coordinator on behalf of Amisfield Preservation Trust
- will be regularly reviewed and updated.

The Volunteer Agreement includes a clear statement that no contract of employment is being created. For the purposes of the Trust's policies the Volunteer Coordinator is the line manager for volunteers.

4. TRAINING AND PERSONAL DEVELOPMENT

4.1 Introduction to the Work of Amisfield Preservation Trust

The following documents are available to all volunteers on request from the Secretary at enquiries@amisfield.org.uk:

- the Trust's Statement of Mission, Objectives and Values
- the Trust's Annual Report
- the Trust's Health and Safety Policy
- the Trust's Equal Opportunities Policy
- the Trust's Safeguarding Policy

- the Trust's Privacy Policy
- the Trust's Grievance Policy/Procedure
- the Trust's Disciplinary Policy/Procedure

4.2 Training

Training will be provided wherever possible to:

- maintain and reinforce good working practices
- enable volunteers to do their tasks more efficiently and effectively
- provide job satisfaction for volunteers, helping with personal development • improve volunteers' chances of subsequent employment
- equip volunteers for tasks which require specific skills and knowledge

4.3 Expenses

If agreed in advance with the Volunteer Coordinator specific expenses will be reimbursed. Amisfield Walled Garden is defined as a local community facility and in this respect travel expenses to and from the garden will not be reimbursed.

4.4 Personal Development

Volunteers will be given encouragement, opportunity and support to develop their expertise, interest and skills.

5. VOLUNTEER ENTITLEMENTS

5.1 Insurance

Standard insurance cover is provided for all volunteers in respect of public liability and personal accident cover while in the garden.

5.2 Information and Confidentiality

5.2.1 Personal Records

All information on application forms or any written material relating to volunteers will be treated as confidential and stored in a secure place. All personal records on volunteers will be accorded the same confidentiality as those of employees.

5.2.2 Data Protection/Privacy Policy

The Trust's Privacy Policy is available via the Amisfield Preservation Trust website.

6. CONFIDENTIALITY

Volunteers must be aware of their responsibilities in maintaining the confidentiality of all privileged information relating to members of staff, other volunteers, members of the public or matters relating to the business of the organisation.

7. MANAGEMENT OF VOLUNTEERS

7.1 Support

The support of the volunteer on a day-to-day basis is the role of the Volunteer Coordinator, to whom the volunteer is accountable. The way the volunteer is supported will depend on the nature of the task/duty, the competence of the volunteer and the volunteer's motivation. The volunteer's motivation could be:

- a desire to be useful
- the making of new friends
- personal development
- work experience
- intellectual stimulation
- commitment to the organisation.

7.2 Methods of Support

Personal support is important in maintaining the morale and motivation of the volunteer and will include:

- informal support, which includes being welcoming, friendly, helpful and readily available
- formal support, which includes one-to-one meetings at regular intervals and group support where volunteers support each other through group meetings.

7.3 Recognition

Amisfield Preservation Trust recognises the volunteers' value, and this may be through:

- informal recognition by saying a simple thank you, showing an interest in the volunteers' lives, taking time to talk, involving volunteers in decision making
- involving volunteers in special events, awarding of certificates or events specifically aimed at volunteer participation.

8 COMPLAINTS/GRIEVANCE PROCEDURE

8.1 Informal Resolution

Complaints can relate to breach of policy or practice standards. They can be made by the volunteer against other individuals within the organisation. Complaints should be made to the Volunteer Coordinator in the first instance. If the complaint cannot be resolved by the Volunteer Coordinator it should be referred to the Amisfield Preservation Trust Management Committee.

8.2 Grievance Procedure

If the complaint cannot be resolved informally as detailed in paragraph 8.1, the process outlined in the Amisfield Preservation Trust Grievance Procedure should be followed.

9 PROBLEMS/DISCIPLINARY PROCEDURE

9.1 Informal Resolution

The resolution of problems will be dealt with immediately by the Volunteer Coordinator and the volunteer in a confidential manner. Options may include:

- a re-examination of the volunteer's role
- a reminder of what is expected of the volunteer
- retraining
- reassignment to a new role
- allowing the volunteer some time away

9.2 Disciplinary Procedure

Disciplinary measures can be taken against volunteers who consistently do not adhere to policies, procedures and standards, who fail to perform their duties satisfactorily or who commit a disciplinary offence as outlined in the Amisfield Preservation Trust Disciplinary Procedure.

9.3 Dismissal

Dismissal of a volunteer will be seen as a last resort following completion of the disciplinary procedure.

9.4 Resignation

Volunteers give up volunteering for a number of reasons, some positive, some negative and in some cases personal. It is desirable, where possible, for a representative of the organisation to meet with the volunteer to establish why they are leaving and to thank them personally for their services.

By ticking the 'yes' box on the digital volunteer form, you confirm you have read the volunteer policy and understand everything in it

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