

Denby Dale Community Library Volunteer Policy

Introduction

Denby Dale Community Library (DDCL) provides a safe, accessible and welcoming building in which we help Kirklees Library Services run a Library and Information Centre. We offer a community café and a space for inclusive and enriching community events for all, and car parking for building users and customers of local businesses. We do this with the support of our volunteers.

DDCL recognises and values the important contribution volunteers make to the organisation and this document outlines our approach and the procedures we will put in place to ensure a high-quality experience for volunteers.

Aims of the Volunteer Policy

- To outline how DDCL will recruit and support Volunteers following national guidelines and best practice.
- To ensure all Volunteers are aware and follow are systems and procedures in relation to involving volunteers.

What is a DDCL Volunteer?

A DDCL Volunteer is defined as someone who, unpaid and of their own free will, contributes their time, energy and skills to the benefit of the organisation. DDCL has a commitment to celebrating the involvement and achievements of all our volunteers. The policy is intended to outline our expectations; it does not constitute any form of contract between the volunteer and DDCL.

Our commitment to Volunteers

We are committed to offering safe, enjoyable and rewarding volunteering experiences. Where possible, we will tailor the role to meet the needs of the volunteer. There will be a transparent process for recruiting and managing Volunteers. We will develop Volunteer role descriptions to enable potential volunteers to understand the volunteer opportunity and decide if it is appropriate for them. Volunteers will be supported by a comprehensive induction and training programme. At the end of the volunteering opportunity Volunteers will be given support with moving on, such as a job reference or referral to other programmes/ services where appropriate.

DDCL Volunteer roles

Volunteer roles will be reviewed on a regular basis to ensure they are appropriate and reflect tasks carried out. Any new Volunteer roles will be checked against the definition of regulated activity to assess if the role requires a DBS disclosure.

Our current Volunteer roles:

- Trustee
- Management committee member
- Volunteer Caretaker

- Library Volunteer
- Café Volunteer
- Technical adviser

Additional Volunteer roles will be developed for projects where appropriate.

Equal Opportunities

DDCL recognises that many people are discriminated against and will take positive action against discrimination in our areas of concern. We aim to ensure that no individual, including our Volunteers, are discriminated against, as outlined in our Equality and Diversity Policy, on the grounds of: race, colour, nationality, ethnic or national origin, gender, by being a lesbian or a gay man, marital status, caring responsibilities, age, physical disability, learning difficulty, mental ill health, religion, lack of formal qualifications, class, employment status, unrelated criminal conviction, or by conditions or requirements which cannot be shown to be justifiable within the context of our Policy.

As an organisation we are committed to making volunteering opportunities accessible through a fair and transparent recruitment process and supportive volunteer experiences. We will make reasonable adjustments to ensure our volunteering opportunities are open to those with additional needs and we will promote our volunteering opportunities through a broad range of channels.

All new volunteers will be given training on our Equality and Diversity Policy and will be expected to adhere to the principles contained in the policy.

Volunteer Recruitment

We will have a fair and clear recruitment process and ensure there is no unexplained delay at each stage of the process. Any Volunteers who are unsuccessful will be provided with clear feedback and signposted to more suitable volunteer roles.

- Stage 1 – Volunteer expresses their interest or a role is advertised with contact email
- Stage 2 – Those registering an interest are invited to meet with the Volunteer Coordinator and to shadow the role they are interested in
- Stage 3 – Application form completed and reference sought
- Stage 4 - Induction
- Stage 5 – Role specific Training
- Stage 6 – One month feedback with two way feedback

Support and supervision

DDCL recognises the importance of supporting Volunteers so that they feel valued, motivated and able to develop in their role. Volunteers will have the opportunity to talk to Management Group members / Volunteer Coordinator about how their volunteering is progressing, address any problems or concerns and look at future areas of development.

Confidentiality, Data Protection and Copyright

Volunteers' personal records will contain only relevant data required to enable them to Volunteer safely with us. Any information given in confidence will only be used for the purpose for which it was given and will not be disclosed to others within or outside the organisation without the informed consent of the individual concerned. Volunteers' personal records will be stored securely and access restricted to the individual concerned and another appropriate member within the organisation. Once Volunteers leave, their personal records will be destroyed in line with our GDPR retention schedule.

Library Volunteers will be expected to abide by Kirklees Library Service practice with regards to confidential information about people who use our services. Confidentiality will be discussed at the recruitment interview and all volunteers will be asked to sign a GDPR statement as a part of their induction and then annually.

Volunteers should not speak to the press or communicate with any other media on matters that directly relate to the affairs of the organisation without prior consultation with a member of the Management Group.

DDCL will retain copyright of any creative work carried out by a Volunteer whilst volunteering with us (for example, taking a photograph or designing a poster).

Volunteer Induction and training

All volunteers will receive an induction which will include safeguarding, equality and diversity, health and safety, confidentiality, problem solving. Training will be delivered related to the specific role/tasks and dependent on the needs and skills of the Volunteer.

Volunteer Expenses

No volunteer is expected to be out of pocket for volunteering. In keeping with Kirklees Library Services, we do not pay travel expenses for travel from home to DDCL, but will cover costs of travel to training courses or to other events agreed with the Volunteer Coordinator. Other expenses may be claimed with agreement from the Volunteer Coordinator.

Insurance

Volunteers will be covered by DDCL insurance to carry out agreed voluntary tasks when adhering to DDCL policies and procedures. Volunteers are covered by DDCL's Employers Liability Insurance and their legal liability to third parties for bodily injury or property damage.

Health and Safety

Volunteer activity will be risk assessed in line with the obligations of the Health and Safety at Work Act 1974 and DDCL Health and Safety Policy. Volunteers with additional needs may require a personal risk assessment for their role to ensure we put in place any specific health and safety measures. We will request emergency contact details and information regarding medical conditions from all our Volunteers. The Volunteer induction will include training on safe working practices and lone working guidelines, and we will ensure Volunteers understand their own responsibilities with regard to keeping themselves and others safe.

Young people (aged 16-18) and volunteering

Each Volunteer role will be assessed as to whether it is appropriate for a Volunteer under the age of 18 years old to carry out. Volunteers under 18 years old will need to be supervised at all times whilst volunteering.

Problem Solving

We will provide an opportunity for Volunteers to express concerns, issues and suggest improvements informally and formally through our volunteer team meetings, and one to ones. We will inform all Volunteers of our complaints procedure. It will explain how to raise any issues or make a complaint. The Volunteer Coordinator will be the first point of contact regarding reporting any problems that a Volunteer may encounter, but there will also be access to any member of the Management Group.

If problems cannot be settled informally, a formal problem-solving process will be followed involving written records with agreed actions. Ultimately a Volunteer may be asked to leave if the issue is serious and cannot be resolved, this decision would be made by the DDCL Chair.

Volunteer Recognition

We will demonstrate that our Volunteers are valued and give them recognition for their important role in the following ways:

- Saying 'thank you' to them at the end of each Volunteering session
- Inviting them to thank you events and social events
- Acknowledging their contribution at Management Group meetings where appropriate
- Inviting them to contribute ideas to team planning where appropriate
- Presenting them with personal thank you cards during Volunteers Week

Review Date: Jan 2029