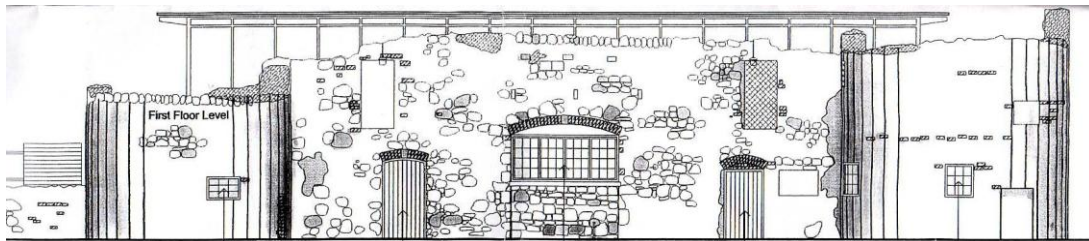


# **THE WHITE HOUSE PRESERVATION TRUST**

## **Volunteer Policy**



**The White House  
Whitehouse Park  
NEWTOWNABBEY  
BT37 9SQ**

# **VOLUNTEER POLICY**

## **Values**

1. The White House Preservation Trust values the involvement of volunteers in our work because they help reflect the interests, needs and resources of the community. We aim to serve and bring a unique perspective on all our work.
2. The White House Preservation Trust recognises volunteers as a core part of our team, with a distinctive but complementary role alongside paid staff.
3. Insofar as the White House Preservation Trust benefits from the skills, experience and enthusiasm of volunteers, we believe that volunteers should be able to gain personal benefits from the experience too. We are committed to managing volunteers in a way that ensures that the needs of both parties are met.
4. The White House Preservation Trust strives to create a diverse and inclusive organisation within a diverse and inclusive community. Therefore, we are committed to ensuring equality of access to high quality volunteer opportunities and equality of treatment for our volunteers in all our policies and practices.

## **Preparation and planning**

5. The White House Preservation Trust identifies roles for volunteers which extend the work of the organisation. Volunteers are involved at every level of the organisation in roles which complement, the work of paid staff.
6. All volunteers are provided with a written role description, outlining the purpose, tasks and main requirements of their role. This role is reviewed at least once a year with the Trustee responsible for Volunteers.
7. Volunteers with The White House Preservation Trust are fully protected by the organisation's public liability and personal accident insurance.
8. The White House Preservation Trust reimburses volunteers' out of pocket expenses if agreed in advance when claims are submitted on a standard Expenses Claim Form and accompanied by proof of expenditure.
9. The White House Preservation Trust endeavours to provide adequate and appropriate facilities, equipment and resources to enable volunteers to fulfil their roles.

10. The Trustees with responsibility for volunteers will have the overall management of volunteer involvement, including overseeing the implementation of this policy and dealing with any complaint or grievance relating to volunteers.

### **Recruitment and selection**

11. The White House Preservation Trust is committed to serving and representing all the people of Newtownabbey and wishes to see all sections of the community represented among our volunteers. Volunteer opportunities are widely promoted throughout Newtownabbey, and we will endeavour to make recruitment and selection materials available in a format accessible to any individual or group, upon request.

Furthermore, The White House Preservation Trust regularly reviews the make-up of the volunteer team to identify and target any under-represented group(s).

12. The White House Preservation Trust implements a fair, effective and open system in the recruitment and selection of volunteers and treats all information collected in this process confidentially. All potential volunteers must complete registration forms, provide references and attend an interview (if required). Additional measures may be implemented depending on the nature of the volunteer role and police records checks are conducted where appropriate.

The process is conducted by appropriately briefed/trained staff and aims to allow both parties to give and receive sufficient information to assess whether the volunteer opportunities available match the potential volunteer's skills, qualities and needs. If unsuccessful, individuals will be offered an opportunity to obtain constructive feed back.

### **Management of volunteers**

13. All volunteers are provided with a written letter of welcome, which outlines the expectations and responsibilities of both the volunteer and The White House Preservation Trust. This agreement may be reviewed at any time with the consent of the volunteer and The Trustee, including during the initial review meeting at the end of the trial period (see point 15).

14. All volunteers are provided with an induction within six weeks of commencing their voluntary work. The induction: provides background information on The White House Preservation Trust; explains its structures and procedures; describes the volunteer role and the work team and outlines how s/he will be supported, including practical information on e.g. expenses.

During the induction period volunteers will be provided with information on relevant legislation, organisational policies and codes of practice and will be given the opportunity to discuss any of the issues with the Trustee's responsible.

15. All volunteer placements are subject to a trial period, the length of which depends on the nature and hours of the voluntary work. During this period volunteers are given additional support and a review meeting between the volunteer and the Trustee responsible is held at the end of the trial period to ensure that all parties are satisfied with the arrangement.

16 All volunteers are allocated a named member of the Trust Board. This individual can provide day-to-day help and guidance on any issue related to the voluntary work and is responsible for providing regular support to, and supervision of, the volunteer. The frequency, duration and format of this support and supervision are agreed between the volunteer and his/her supervisor at the end of the trial period.

17. The White House Preservation Trust is committed to improving the personal and professional effectiveness of volunteers. Volunteers may choose to attend any in-house training course that they feel is relevant to their voluntary work, subject to the approval of their supervisors and availability of places.

18. The White House Preservation Trust aims to reflect the voluntary nature of our relationship with volunteers in all our policies and procedures for managing their involvement. Therefore, the volunteer's designated Trustee deals with minor complaints or grievances about or by volunteers or their work through the usual support and supervision procedures, in the first instance.

However, we recognise our duty to protect the wellbeing and interests of all our stakeholders and therefore operate a formal complaints procedure in the case of more serious complaints. In the case of particularly serious offences, these will be handled as specified in the Code of Practice or where a criminal offence is suspected, the matter will be handed over to the police.

19. The White House Preservation Trust recognises the core role that volunteers fulfil at every level of the organisation. It endeavours to communicate with volunteers in appropriate ways, including bulletin boards and the monthly 'Volunteer Update' newsletter/e-newsletter.

It also recognises the importance of seeking volunteers' ideas and opinions at regular intervals and conducts an annual volunteer survey and provides a suggestion box. Feedback from volunteers is always welcome and any volunteer may make written representation to the monthly meeting of the Trust Board.

20. In order to effectively monitor the work that volunteers do and how they are managed, a personal file is maintained for all volunteers, which includes: contact details and other relevant personal information; details of the application and selection process; agreements made; hours worked; records of support and supervision activities; training undertaken and any complaints or grievances made or received. Some of this information and other relevant information may also be recorded in computerised records. All such information is treated in accordance with the Data Protection Act (1998) and volunteers are entitled to inspect all such information pertaining to their own involvement.