

Sussex Community Rail Partnership Ltd.

Policy number: 8

Policy Title: Volunteers policy

Introduction

Sussex Community Rail Partnership (SCRП) works in partnership with member organisations to reconnect the community to its railway. This is achieved by promoting use of services and stations, encouraging voluntary action at stations, helping communities to better understand and respect their railway and by encouraging sustainability.

In line with its objectives SCRП seeks to involve volunteers to:

- To assist the organisation in meeting its objectives.
- To encourage community involvement in the organisation and increase contact with the communities we serve.
- To increase productivity and capacity.
- To benefit as an organisation from new skills, experiences and perspectives which volunteers will bring.

'Statement of Intent':

- SCRП does not intend to introduce volunteers to replace or reduce paid staff
- SCRП is committed at all levels to working positively with volunteers
- SCRП will offer volunteers a full induction into the organisation

Under the following headings the practical aspects of the involvement of volunteers are set out as good practice. Volunteers should also read the organisations relevant policies on these key issues as referred to below.

Recruitment

SCRП will advertise all volunteer opportunities on its website and normally with one or more Volunteer Centre or CVS in the relevant area.

All volunteers will be asked to fill in an application form and attend an interview, where their requirements, skills and suitability will be assessed. After the interview, should the volunteer and SCRП wish to continue, a voluntary agreement will be signed.

If the SCRП sees it as necessary, a CRB check will be carried out and the SCRП will cover the costs of this check. Permission from the volunteer will always be sought before starting the process. All volunteers will be asked to supply two references.

A trial period will be agreed with the volunteer at the end of which a review will be held and both the SCRП and the Volunteer will be given the opportunity to reassess the suitability of the agreement.

Volunteer Role Outlines

For each role which the SCRP wishes to recruit a volunteer, a Volunteer Role Outline will be provided. This will set out the tasks which the volunteer will be asked to carry out. This can be updated and revised with the volunteer during regular review and supervision meetings.

Each volunteer will be asked to sign up to their Volunteer Role Outline as part of their voluntary agreement with SRCP.

Induction & Training

All volunteers will receive an induction into the work of the SCRP and their particular area of work in line with Policy No.6. Training will be provided where appropriate.

Expenses

SCRCP Ltd. will pay out of pocket expenses as identified in the volunteer agreement in line with the SCRP's expenses policy.

Supervision & Support

All volunteers will be given a named contact who will act as their main contact and supervisor. This person will ensure that regular supervisory meetings and reviews are held. These meeting and reviews give both the Volunteer and the SCRP an opportunity to feedback on progress, future developments and any problems.

Insurance

All volunteer will be covered by SCRP Ltd. insurance whilst at SCRP premises or engaged in voluntary work on SCRP's behalf.

Equal Opportunities & Diversity

SCRCP operates an Equal Opportunity and Diversity policy. Please refer to this policy document for full details. All volunteers are covered by this policy.

Health & Safety

SCRCP operates a Health and Safety policy. Please refer to this policy document for full details. All volunteers are covered by this policy.

Problem Solving Procedure

All volunteers are asked to raise any problems, grievances or difficulties with their named supervisor at the time or as near as possible to the time that they occur.

If the problem, grievance or difficulty is with that supervisor or is not resolved fully by that person, volunteers are asked to raise the issue with the Line Group Chairman.

In the case that SCRP wishes to raise a problem, grievance or difficulties with the volunteer this will be done in private and all practicable efforts will be made to resolve these with the volunteer.

Confidentiality

All volunteers are bound by the same rules of confidentiality as paid staff and the relevant SCRP policies apply.

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Date Reviewed	Reviewed By		Comments	