



the brain injury association

Headway North Cumbria

www.headwaynorthcumbria.org.uk

HEADWAY NORTH CUMBRIA VOLUNTEER POLICY

INTRODUCTION

1. Headway North Cumbria recognises the value of volunteer participation in helping achieve its strategic aims and extend the delivery of services offered. Furthermore, it believes that volunteers enhance the credibility of the organisation. Headway North Cumbria understands that the interests, life experiences and diverse range of skills of volunteers can complement that of other team members and that volunteers can bring a different and fresh perspective to its work, often one that reflects the views of the local community. Headway North Cumbria is committed to making volunteering a worthwhile and enjoyable activity that benefits both the individual and the organisation.

AIM OF THE POLICY

2. This policy supports the mission, aims and objectives of Headway North Cumbria. It acknowledges the role of volunteers and describes the recruitment and selection process and the training and development opportunities for volunteers. It seeks to encourage and enable, rather than limit the involvement of volunteers.

DEFINITION

3. A volunteer is someone who commits time and energy for the benefit of others, who does so freely, through personal choice and without expectation of financial reward, except for payment of actual out-of-pocket expenses.

SCOPE

4. This policy applies to all volunteers and committee members of Headway North Cumbria.

RESPONSIBILITIES

5. Headway North Cumbria will provide volunteers with information, support, and training and development opportunities.

6. The Headway North Cumbria committee will monitor adherence of the policy and report findings to the committee and/or Network Support Manager and/or Headway National as appropriate.
7. The lead volunteer and/or committee member assuming responsibility for the Day Centre, activity session, meeting or other headway related event will ensure that all volunteers have access to, and are aware of this policy
8. Volunteers are expected to:
 - a. adhere to this policy and seek the guidance/advice from the Headway North Cumbria committee, Regional Network Manager or Headway National.
 - b. read and comply with the Volunteer Code of Conduct and sign a declaration to that effect.
 - c. read and comply with the Confidentiality Policy and sign the Confidentiality Agreement¹ to confirm they have done so.
 - d. read and comply with all other relevant Policies, Procedures, and sign to confirm that they have done so. This will be recorded on file.
 - e. participate in volunteer reviews and training where appropriate for their role.

RECRUITMENT AND SELECTION

9. Headway North Cumbria will ensure recruitment and selection of volunteers is carried out fairly. To this end:
 - a. Volunteers will be provided with information about Headway North Cumbria, the role and training expectations prior to commencement. This will allow volunteers to make an informed choice about the suitability of this volunteering role.
 - b. Volunteer interviews will be informal and conducted by the lead volunteer, committee member or other appropriate person.
 - c. Two character references will be sought within the first 6 weeks of starting work with Headway North Cumbria.

¹ The Confidentiality Agreement is part of the Volunteer Code of Conduct Declaration.

- d. The role and relationship between Headway North Cumbria and the volunteer will be by mutual agreement.
- e. Disclosure and Barring (DBS) clearance at an appropriate level will be required for volunteers. This will be sought following the outcome of the volunteer's 6 week review. Volunteers will be unable to work unsupervised until this clearance is obtained.

TRAINING AND DEVELOPMENT

10. Volunteers are valued members of the team and as such, Headway North Cumbria takes their training and development seriously and will ensure:

- a. that all volunteers have access to training and development opportunities relevant to their roles to comply with legislation and internal policies and procedures; in particular Health and Safety, Equality and Diversity and Confidentiality.
- b. Volunteers receive an Induction within 12 weeks of starting and as part of the induction read and discuss the key Headway North Cumbria policies and procedures. Information about the 'Effects of Brain Injury' should also be provided.

11. Volunteers are encouraged to attend volunteer meetings. The dates of these meetings are arranged in advance and the day of the meeting is varied.

12. Volunteers should have the opportunity to have review meetings.

PERSONAL INFORMATION

13. Volunteers will be required to provide only relevant personal information and will be told why it is needed. The information will be kept in a secure and responsible manner in accordance with the Data Protection Policy; no information will be given to anyone else without permission. Volunteers will have the right to access their personal information held by Headway North Cumbria in line with our confidentiality policy.

EQUALITY AND DIVERSITY

14. Headway seeks to challenge discrimination and lack of opportunity in its policy and practice. Headway North Cumbria will seek to foster a culture that respects and values others' differences and sees these differences as an asset to the charity. Volunteers are expected to demonstrate equality and diversity values and working practice.

ADDITIONAL INFORMATION – CAR INSURANCE

15. Volunteer drivers are those who work for voluntary organisations but do not receive any payment for their work. Most motor insurance providers recognise the value of drivers that wish to help their communities through volunteer driving and have signed up to a commitment promising volunteer motorists that they would not be charged extra premiums. Some insurance companies however did not sign up to the commitment and state that any undisclosed volunteer work - even if it did not involve a car - may void a policy.

16. The Association of British Insurers (ABI) has introduced volunteer driving commitments to provide guidance on the matter. Insurers who do not charge extra for volunteer driving have signed up to the [ABI's volunteer driving– the motor insurance commitment \(pdf 781kB\)](#). This commitment applies to private cars insured on private car insurance. Some of these insurers require you to tell them that you are using your vehicle for volunteer driving even though they do not charge an extra premium. Further details can be found at the ABI's website:

<https://www.abi.org.uk/products-and-issues/choosing-the-right-insurance/motor-insurance/volunteer-drivers/>

17. If you are a volunteer driver you may not therefore be automatically be covered by your regular motor insurance policy. It is recommended that if you use your own vehicle for volunteer driving you should:

- contact your insurer to find out if you are covered by your regular motor insurance policy
- include your volunteer driving miles when declaring your annual mileage to your insurer

RELATED HEADWAY NORTH CUMBRIA POLICIES AND PROCEDURES

Volunteer Code of Conduct
Code of Conduct for Members
Safeguarding Policy
Confidentiality Policy
Health and Safety Policy
Privacy and Dignity Policy