

**SORREL YOUTH CAFE  
Volunteers Policy and Procedures**

<b>Policy History</b>	
V1	Agreed Committee Meeting 28 Sept 10
Next Review	Sept 2011

**1. Policy Statement**

- 1.1 Sorrel Youth Cafe recognises that volunteers have a positive contribution to make to the work of the Charity and its various activities. It aims to encourage volunteers' involvement in all aspects of its work, as a means of empowering and supporting the user community.

**2. Procedures**

- 2.1 Recruitment and selection of volunteers is the responsibility of the Project Manager and Youth Worker, and will be undertaken in accordance with the Equal Opportunities Policy. Volunteers will need to supply references, one of which should be from a recent employer, training provider, college or school. Volunteers must agree to a Criminal Records Bureau check.
- 2.2 Areas of work where volunteers may be helpful have been identified as being:
- General Service delivery,
  - Supporting the Youth Worker in user support
  - Cafe opening/closing
  - Site maintenance and cleaning
  - IT Management
  - User training/mentoring
- 2.3 Volunteers will not replace paid staff. Opportunities will be advertised locally and through other partner agencies where appropriate.
- 2.4 After Appointment:
- Volunteers will be given induction into the work of the Charity and their particular area of work.
  - They will be allocated a Supervisor, and will have regular meetings to ensure adequate support.
  - The Supervisor will discuss the relevant description of their role with the volunteer, so that they have a clear picture of their tasks and level of responsibility.
  - Other paid staff will be made aware of the volunteer's role.
  - Volunteers will be given encouragement, advice and support to take up appropriate training opportunities.
  - A record of every volunteer's work will be kept and references will be supplied on request. Personal information will be treated as confidential.

**3. Terms and Conditions of Voluntary Work**

**A Charitable Private Company Limited by Guarantee in England and Wales  
Registered Charity No. 1135413**

- Volunteers are required to work in accordance with the Charity's policies and it is the responsibility of both the volunteer and the Supervisor to ensure that there is clear understanding of these policies and their means of implementation.
- Volunteers are subject to the Charity's Disciplinary Policy and Grievance Procedure.
- Volunteers are asked to attend at the agreed times, and to inform the relevant area of the Supervisor if unable to attend through illness, accident or emergency.
- Volunteers who wish to finish their period of work should discuss this with their Supervisor, and agree a finishing date.
- Volunteers will be covered by adequate insurance while working for the Charity
- All volunteers need to complete weekly timesheets, recording their work.
- Volunteers will not be expected to pay for tea or coffee while they are at work, within reasonable limits.
- Volunteers who are in paid work elsewhere will be reimbursed their actual expenses incurred in carrying out voluntary duties for the Charity subject to the agreement of the Supervisor and on production of a receipt or bus ticket. All expenses must be agreed in advance. Travel expenses incurred must be agreed beforehand and will only be payable to cover the cheapest means available. We are unable to pay for car mileage.
- Volunteers in receipt of unemployment benefit or income support and who undertake regular ongoing voluntary work for the Charity of at least five hours per week may be paid a maximum of either £15 subject to the authorisation of the Project Manager and the Treasurer. Such expenses will be paid directly into the volunteer's bank account and the volunteer will need to supply bank details to the Treasurer
- Volunteers who are neither in paid work nor in receipt of benefits, may be able to receive expenses.
- All volunteers authorised to receive an expenses payment will need to complete form P46, which is a declaration for Inland Revenue.

#### **4. Volunteer Role Description – Format**

- 4.1 A Volunteer Role Description will be produced to enable potential volunteers to identify specific work roles in which they may be able to support the Charity. The Role Description will consist of:
- Outline Description of the Charity organisation and structure
  - Volunteer Role
  - Tasks and Responsibilities
  - Location (NB: Normally the Cafe but other opportunity sites may occur)
  - Responsible to
  - Hours/Time Commitment
  - Skills Required
  - Benefits to the Volunteer
  - Training
  - Support and Supervision
  - Expenses