

Menter y Felin Uchaf
Rhoshirwaun
Pwllheli LL53 8HS

Short & Long Term and Residential Volunteer Policy
Important: Please Ensure that You Read This Information

Volunteering at Felin Uchaf

This information is for people who are applying to volunteer at the Center for any period of time short or long term. It sets out guidelines for both the Center's salaried staff and management board of trustees and clarifies what are the expected roles and responsibilities for volunteers (whether they be volunteer staff, short term or long term / residential volunteers).

Providing people of all ages and abilities with volunteering opportunities has always been a key aspect of this project and we greatly appreciate their enormous contribution through gifted work. This information is here to ensure that everyone understands, respects and is able to benefit from the Center's Volunteering Framework.

The following information has been adopted as Policy by the Charity and is therefore *to be strictly followed*.

By contributing as a volunteer at the Center you are agreeing to keep to these terms and conditions and are expected to inform the Project Manager in the first instance if you are unable to follow these guidelines or if any part of the policy is unclear to you.

Principles

Volunteers shall be allowed to carry out any role in Menter y Felin Uchaf as long as:

- a] the role fulfils a specified need and/or volunteer job description (see Business Plan)
- b] the volunteer has the required skills and experience
- c] there are sufficient resources (adequate staff supervision, tools, protective clothing, etc) available to support the volunteer.
- When the volunteer has been accepted into a role they should be provided with personal protective clothing & training materials.
- Menter y Felin Uchaf expects that staff at all levels will work positively with volunteers and, where appropriate, will actively seek to involve them in their work.
- *All* volunteers and employees have a responsibility to comply with this policy.
- For the purposes of this document: a] long term volunteer is anyone working unpaid on the project for 2 weeks and over b] residential volunteer is anyone working unpaid and living in the house or on the site for between 2 weeks and 3 months.
- The Charity does not accept responsibility for accommodating long term volunteers beyond the period agreed with the Project Manager prior to the Volunteering and under *no* circumstances may volunteers be accommodated on any part of the Centre beyond the period of their *full time* volunteering. There is *non-negotiable* maximum stay of 3 months for being resident at the Centre for any volunteer or paid staff.

Volunteering policies

- At Menter y Felin Uchaf we aim to treat all volunteers with respect and value them as individuals contributing to the development of the Felin Uchaf Project as a Community Resource and Facility.
- Menter y Felin Uchaf recognises that volunteers are not unpaid staff but people making a valuable and complementary contribution to our work and everyone's environment.
- Menter y Felin Uchaf aims to provide a safe working environment for all volunteers, and have appropriate insurance cover.
- Menter y Felin Uchaf will seek to train and educate volunteers to levels *suitable for their prescribed role* whilst carrying out activities.

Working with everybody

- Menter y Felin Uchaf sets high standards of behaviour for our staff and volunteers. Our Equal Opportunities Policy is designed to ensure that everybody feels valued and safe.
- Menter y Felin Uchaf does not tolerate any inappropriate behaviour from staff or volunteers.
- Volunteering Work is positive; it makes no distinctions and knows no boundaries. As an organisation Menter y Felin Uchaf welcomes people from all backgrounds whether their interest is to volunteer, participate on a training course, join our staff or make a donation.
- We want to be an inclusive organisation. Everyone has a responsibility to work towards Equal Opportunities.

Health and Safety

- Menter y Felin Uchaf takes its responsibilities for health and safety very seriously.
- Through careful risk management and diligent planning we aim to provide a safe and healthy working environment for everyone, staff and volunteers alike who work directly under our management.
- Through regular training Menter y Felin Uchaf endeavours to provide everyone working with us the necessary skills, resources and facilities that they need to maintain a safe and healthy working environment.
- In return, those working for and with Menter y Felin Uchaf are expected to take reasonable care of themselves and those around them. Menter y Felin Uchaf asks everyone working with us on a paid or voluntary basis to help us achieve our Health and Safety goals by co-operating with policies, procedures and instructions.
- If you volunteer with us, you are responsible for taking all reasonable steps to comply with our safe working practices. We actively encourage you to comment on our safety performance.
- You must inform the management of any concerns. These will be treated seriously and investigated promptly. Only through monitoring and review can Menter y Felin Uchaf strive to maintain high standards of health, safety and welfare.

Insurance

- While working with Menter y Felin Uchaf you are insured for Public Liability and Personal Accident.
- Public Liability insurance covers you for claims made against you for negligence or carelessness to others, including other volunteers.
- Personal Accident insurance provides limited compensation, regardless of fault, to anyone who is injured while on a Menter y Felin Uchaf project.
- This cover applies *only* while you are on the *prescribed worksite and carrying out appointed work* during the agreed work hours on weekdays. You are *not* covered for any accident that happens during social activities or outside these times. Menter y Felin Uchaf insurance *does not* cover your personal property against accidental loss or damage.

Responsibility of Menter y Felin Uchaf

- Each volunteer or volunteer group leader will ideally have a full time member of the project allocated to them, who will be responsible to oversee their volunteering experience. The ratio of staff supervisor to volunteers will depend on the the nature of the work and experience level of the volunteer
- Menter y Felin Uchaf will plan and consult with volunteers regarding all aspects of their work and living arrangements.
- If you are unhappy with any part of your Menter y Felin Uchaf experience talk to the staff. They will listen and try to resolve the situation.
- If you are still unhappy or you would prefer not to involve staff, write or email the Project Manager explaining your point of view and the issue you want to raise. They will look into your complaint and respond within one calendar month.
- We are always striving to improve what we do. Help us to do this by letting us know about your experiences.

Volunteer Responsibility and Behaviour

- A contract will be drawn up between volunteers or volunteer project leaders and Menter y Felin Uchaf to indicate the type of work that is expected to be undertaken and the duration of time over which it is to be completed (please request a copy from the Project Manager if you haven't been already provided with one)
- It is expected that volunteers will show a commitment to the work allocated and the amount of time they are expected to work. Volunteers who are granted a stay of residence are expected to be *working full time* at the Centre for this duration.
- If an incident occurs we will talk to the people involved in private and explain exactly what we would like them to change in their behaviour.
- If they do not respond positively to repeated requests to change their behaviour, they will be asked to leave the activity and premises.
- If anyone behaves in a way to commit serious misconduct (violence, theft, drug abuse, non-compliance with safety plan, harassment, etc.) they will be asked to *leave immediately* and, in serious cases, the relevant Authorities will notified of the incident.
- Menter Y Felin Uchaf is an Educational Charity. Schools and community groups frequent the centre and as such we have a strict rule of ***No Drugs or Illegal Substances*** on the premises. Anyone found willingly not complying with this policy will be requested to leave immediately.
- **There is a probationary period of 2 weeks for all volunteers** after which time their progress will be reviewed/assessed. For longer term volunteers there will also be

progress reviews at monthly intervals.

Application for long term residential volunteering

- All enquirers must complete an application form. Priority will be given to applicants providing details of 2 people known to them who can provide references.
- Applications will be reviewed by those members present at the first business meeting following application, followed by meetings with as many of the other members of the decision making group as possible (including a minimum of 2 trustees)
- Applicants will **have to** consent to a Criminal Records Bureau check. Entry on the Criminal Bureau Record does not automatically exclude volunteers.

Responsibilities regarding accommodation

- The Center farmhouse and other newly built facilities house are communal spaces for the co-operative use of all groups and volunteers and should be treated with respect by all.
- Anyone using or staying at the Center is expected to keep to high standards of personal and practical food hygiene. This will include such good practice as the washing of surfaces and food utensils and stowing away all items neatly, immediately after use, etc. For visiting groups and resident volunteers: an agreed housekeeping rote will be drawn up and the entire facility thoroughly cleaned at least once every week
- Residential volunteers will have an agreed period of residence in their contract (not exceeding to 3 months). After this period they will be responsible for organising their own accommodation.
- Basic vegetarian food and accommodation provision will be provided by Menter y Felin Uchaf, which will need to be supplemented by volunteers to meet their own personal dietary/comfort needs.
- Written guidelines will be provided regarding the use of facilities in the house & workspaces to which volunteers should strictly adhere to and respect.

Please Note: *For Volunteer staff and longer term Volunteers:*

- Where volunteers are to be granted roles as coordinators or volunteer project workers this must be agreed upon, *in writing*, by the management group and follow the same recruitment procedure in terms of Equal Opportunities Policy, Policy on Recruitment of Persons with Criminal Records, Child and Vulnerable Adults Policy and Welsh Language Policy (copies available upon request). It is important to understand that in appointing salaried staff to work at the Center, long term volunteering and/or working as a volunteer project coordinator for any length of time will *not necessarily* qualify a person for a part or full time post. New funded positions will have to follow open recruitment policies and be subject to the candidates' suitability according to detailed Job Descriptions for that post and a mandatory 6 month probationary period.
- The reimbursement of any expenses incurred by volunteers as a direct consequence of their volunteering at the Center must be ***agreed upon before hand*** with the Project Manager. Reimbursement will depend upon the availability of the Charity's reserve funding allocated for this purpose.

Sessional Staff

From time to time part time sessional staff may be contracted by the Charity to carry out specialist work such as skills tuition workshops and seminars. The appointment of anyone contracted by the Charity for an agreed fee will also be subject to the same

recruitment policies (Equal Opportunities, etc) as Salaried and Volunteer staff