

HATCH Volunteer Policy

PART 1 - Introduction to Organisation

HATCH – Hope At Trinity Community Hub – is the Christian community project, open to all and run by Trinity Methodist Church, in the heart of Shettleston. Situated within one of Scotland's poorest communities, HATCH aims to provide a place of warmth, comfort and security to those within and around the community.

We currently run a variety of activities but due to the nature of the work, the groups we run may change over time, and so the details of our current work are in a separate document available on our website. The overall aims of our work, however, remain consistent throughout what we do.

Our community groups and activities look at addressing the issues of loneliness and isolation, mental health and well-being, alleviating poverty and addressing its consequences, working in partnership with other organisations and providing opportunities for local people to gain skills and training through volunteering.

The work of HATCH is done in line with the mission statement of Trinity Methodist Church - "we strive to build on the foundations of the community work that already exists, and search for new and imaginative ways to use the church building to serve the local community, by breaking down barriers in the community and valuing those who come through the doors."

In recognising the work and contribution of our volunteers, without whom this would not be possible, we want to invest in our volunteers. We aim to do this by providing regular support and continuously seeking training opportunities best suited to the volunteers.

PART 2 – The Volunteers

All HATCH volunteers have rights and responsibilities, including regular opportunities to share honestly on their experience, support in complaints procedures, and their conduct within and outwith HATCH.

All HATCH volunteers are entitled to be treated with dignity and respect, regardless of gender, race, colour, disability, religion, age or sexual orientation.

Volunteers have a right to:

1. Accurate information on the organisation and its policies.
2. An induction period.
3. Attend our monthly community forum.
4. A clear description of the tasks that they are expected to undertake and the skills needed to undertake those tasks effectively and safely.
5. Opportunities for self-development, through training and support offered by HATCH.
6. Have a safe working environment.
7. Have agreed, out-of pocket expenses reimbursed where possible.
8. Negotiate a choice of roles and tasks to support them in skills development.
9. A named person they can go to for advice, training, support and peer mentoring.
10. Protection from exploitation by other volunteers and service users.
11. Say 'no' without feeling guilty.
12. Have their contribution valued by all sections of the organisation.
13. Receive constructive feedback on their contribution.
14. Be covered by appropriate insurance.
15. A clear understanding of accountability.

16. Spiritual and moral support from the church

17. Access to any of your information that we hold, which is kept securely, will never be passed to a 3rd party and will be held for as long as relevant.

The Responsibilities of Volunteers

1. To treat everyone associated with the organisation – children and adults - with courtesy and respect.
2. To be reliable, particularly with agreed arrangements, and to provide notice if unable to commit to something previously agreed.
3. To co-operate with other volunteers.
4. To undertake relevant training when necessary.
5. To exchange information and feedback.
6. To ask for support when and where it is needed.
7. To carry out agreed roles and tasks.
8. To respect the confidentiality of members, visitors and the organisation.
9. To be reliable and communicate the agreed level of commitment.
10. To be aware of national policies and procedures;
11. To follow our Safeguarding policy.
12. To report any concerns about the behaviour of others to their named person, particularly behaviours which would be deemed as putting someone at risk.
13. To never put yourself at risk, be it through a physical task or interactions with individuals.

Training

Volunteer members will be asked about their training needs, and will offer volunteers training, where possible, and support to maintain their interest and satisfaction

Volunteer support will be provided through:

- Formal training opportunities when available.

- Monthly volunteer forum.
- Having work reviewed from time to time.
- One to one supervision where needed.
- Opportunities to meet with volunteer coordinators when requested.
- Peer mentoring.

Insurance

Every Volunteer has Public Liability cover when taking part in agreed HATCH activities, such as group activities and camps.

Expenses

We believe that volunteers should be able to claim back reasonable, agreed expenses they incur in the course of their activities. HATCH is currently unable to cover travel expenses of volunteers, to and from the place of volunteering. We will, however, reimburse in expenditures made for the benefit of the project IF these expenditures are agreed beforehand. For example, if we need to purchase ingredients for soup and it is agreed beforehand that a volunteer will collect these, we will reimburse the cost on production of the receipt.

Disciplinary Procedures

Our disciplinary procedures are in place in order to protect our volunteers, service users and organisation. There are 4 stages to the procedure: Informal conversation, verbal warning, written warning and finally the termination of volunteer services if there has insufficient improvement in conduct. We will adhere to this procedure except under cases of gross/serious misconduct, such as theft, assault and harassment. For more detailed information on this procedure, see our Disciplinary Policy, which will be made available on request.

PART 3 - Recruitment and Selection of Volunteers

All prospective volunteers will be:

- Provided with information on the aims and principles of the project.
- Invited to an informal interview to establish their reasons for wanting to volunteer and the skills and experience they could contribute. Alternatively this can also be completed through appropriate application forms.
- Offered confirmation when they have been accepted as a volunteer.
- Provided with clear information on what is expected of them and what training and support will be offered to them.
- Offered a trial period of up to 4 months, after which they will be confirmed as an established.
- Confirmed as an established volunteer after a meeting with the volunteer co-ordinator, where the trial period will be reviewed and any issues that have arisen discussed and agreed.

References

- All volunteers will undergo a PVG check.
- All volunteers are expected to provide two references and proof of identity

These references and checks are important in order to give assurance to service users and the general public; they also offer volunteers a degree of credibility and reassure other volunteers and parents.