**Volunteering Policy**

|  |  |
| --- | --- |
| Inspire youth zone Volunteering Policy | |
| Owner: | Volunteer Development Manager |

Contents

1. Policy Statement
2. Principles of volunteering
3. The volunteering agreement
4. Equality and Diversity
5. Policies and procedures
6. Eligibility considerations
7. Volunteering roles
8. Recruitment process
9. Day to day management
10. Administration
11. Recognising volunteers’ contributions
12. Health and safety
13. Confidentiality and data protection
14. Code of conduct
15. Social Media
16. Problem solving
17. Moving on
18. Implementation of the policy
19. Monitoring and reviewing the policy

**1. Policy Statement**At Inspire youth zone we believe that all young people should have somewhere to go to, something to do and someone to talk to. We have ambitious aims and volunteers are imperative to our mission. We recognise the huge part volunteers play and realise the strength they can bring to our organisation; we’re extremely grateful to each and every one of our volunteers and, as such, we want to make sure that their experience with us is safe, enjoyable, and meaningful.

This policy defines a framework of procedures and best practice that we will follow when involving volunteers in any aspect of our work. This policy is for all volunteers at Inspire youth zone and the members of staff that work with them. It will be given to all new volunteers and members of staff at the Youth Zone during their inductions as it is essential that everyone operates within the boundaries of this policy.

Responsibility for making sure this policy is implemented sits with Volunteer Coordinator

All documentation mentioned within this policy can be found in the annexes of this document.

**2. Principles of volunteering:**

1. Definition of a volunteer at Inspire youth zone  
   By definition, a volunteer is someone who gives up their time, skills and expertise freely and without compensation. They do this in order to support the aims and objectives of Inspire youth zone]. The arrangement between Inspire youth zone and the volunteer is a two way relationship; the volunteer gains experience and an opportunity to make a difference to the lives of young people in their community, and the Youth Zone benefits by having more people working towards its mission. The agreement between the Youth Zone and its volunteers is not intended to have any obligations associated with employment.  
     
   For more information on who is defined as a volunteer (and therefore who this policy is concerning), please refer to annex 1.
2. Our Mission for volunteers  
   Our mission is to create truly meaningful, well supported volunteer roles that directly or indirectly enrich the lives of young people. We want every volunteer to know how their contribution is affecting real change for the young people within their community.
3. Our Goals for Volunteering  
     
   We will achieve our mission by keeping a focus on our goals for volunteering, as laid out below:
   * Provide meaningful volunteer opportunities for members of the community so that they can become directly involved with the Youth Zone
   * To strengthen relations between the local community and each Youth Zone
   * To embed volunteering within the culture of the Youth Zone as a way to:
     + To enrich the core offer through increased capacity
     + To expand services offered to Young People through the utilisation of volunteers’ unique skills and experiences
     + To better serve the community that the Youth Zone sits within, through involving real members and valuing their ideas and feedback
     + Provide a true representation of the wider community through diversification of our volunteer demographic

4) Our Commitments

OnSide Youth Zones are committed to ensuring that all of our volunteers have the necessary support to fulfil their role. This includes:

* Ensuring that all volunteers understand their role and the difference the role makes to the lives of young people
* Recognising the contributions of our volunteers
* Recognising the expansive skill set and valuable experiences of our volunteers and making use of these where possible
* Providing access to the relevant policies and information for volunteers to perform their role effectively
* Respecting the role that each volunteer has chosen to volunteer in and maintaining boundaries of the respective role description
* Proving training and ongoing guidance for our volunteers to perform their role confidently
* Assigning each volunteer a main contact, who will support them through their time volunteering with us
* Continually investing in our volunteering programme to make sure it is in line with best practice and meeting the needs of the young people who use our Youth Zone
* Where possible and appropriate, including volunteers in conversations about the future of the organisation
* Ensuring that all legitimate expenses are reimbursed in a timely manner
* Ensuring that our volunteers are covered by our public liability insurance
* Ensuring that all reasonable steps are taken in order to protect the health and safety of our volunteers

**3. Volunteering Agreement (please see appendix 2.)**Each volunteer will be asked to enter into a volunteering agreement with the Youth Zone. This agreement lays out the two-way nature of the relationship and the expectations of both parties. It is in no way intended to be legally binding and can be withdrawn by either the Youth Zone or the volunteer, at any time.

The agreement and the expectations set out within it should be explained as part of the volunteer’s induction. The volunteer should not be asked to sign the agreement directly; instead, they should be asked to tick that this has been read on their induction checklist and sign the checklist when it is completed. The volunteer has a copy of the agreement in their Volunteer Handbook

As part of the agreed relationship between volunteers and the Youth Zone, every volunteer should be made aware of the following:

* That they are not to profit through their association with the Youth Zone (i.e. running their own children’s club and advertising that they’re associated with the Youth Zone)
* That they are not to act or speak on the behalf of the Youth Zone without prior consent from their main contact
* That they are not permitted to use the Youth Zone logo without prior consent from their main contact

**4. Equality and Diversity**

Diversity brings innovation, fresh ideas and creativity, and we actively strive to create a culture that is truly inclusive and fair for all, and where everyone in the team can be themselves and thrive.

The strength of [enter YZ name here] comes from the diversity of the people within it, including volunteers. We are striving to build an organisation that reflects the communities we serve. We value people working together from a range of different backgrounds and with different experiences, all with a shared passion for boosting the aspirations of young people across the country.

We recognise that we are on a journey to create the diverse and inclusive culture that truly reflects our values and the vibrancy of the communities we serve.

No volunteer will be discriminated against due to any protected characteristic.

**5. Policies and Procedures**Every volunteer must comply with all of the Youth Zone’s policies and procedures while they are volunteering. This will include (but is not limited to), the organisation’s health and safety policy and the safeguarding policy. The Youth Zone’s policies and procedures should be explained within the volunteering induction; volunteers should also have access to hard copies of these readily available at the Youth Zone. Two policies that need special mention for volunteers are as below:

1. Expenses  
   Volunteers do not receive any form of payment. However, the Youth Zone will reimburse any reasonable expenses that the volunteer incurs during their time volunteering. Any expenses should be agreed upon with the volunteer’s main contact before the expense is incurred. Volunteers should have the expense policy explained to them during their induction; there are also detailed instructions explaining how to claim in their Volunteering Handbook
2. Safeguarding & Child Protection  
   [YZ name] is committed to safeguarding young people and vulnerable adults and expects its volunteers to share this commitment and abide by the Safeguarding Policy and Procedures at all times. The recruitment process for volunteers mostly follows the safer recruitment process for employees to ensure the protection and wellbeing of young people. You can find a detailed recruitment process chart at appendix 3. Recruitment records of volunteers will be retained in line with GDPR guidance and the YZs insurance requirements.  
     
   To ensure the safety and wellbeing of young people and vulnerable adults, all volunteers will:

* be required to complete the full recruitment process including an informal interview, the provision of references and completion of an enhanced DBS check
* receive an induction which will give them a clear understanding of their role, the Youth Zone’s code of conduct and volunteer guidance
* receive regular catch ups with their main contact and understand that their main contact will address any concerns as soon as they arise
* participate in safeguarding training
* be provided with the following documents and then sign to say they have received, read and understood them:

1. Safeguarding Policy and appendices including the Cause for Concern form
2. Social Media Policy
3. Health & Safety Policy (including COVID-19 guidance as appropriate)
4. Whistleblowing Policy
5. Dignity at Work: Anti-bullying, Harassment & Victimisation Policy
6. Any other policy relevant to a volunteer’s role and responsibilities

**6. Eligibility Considerations:**

1. Age  
   All volunteers (expect Young Leaders) must be 16 as a minimum. The only exception to this are members who are volunteering as Young Leaders; these volunteers need to be at least 13 years of age.

Generally, volunteers 18 and above should be taken on. However, 16-18 year olds can be considered for a universal volunteer role (not mentoring) on a case by case basis.

1. Identification  
   All volunteers should be able to provide the necessary 3 pieces of identification for their DBS check. This must be provided face to face at the selection stage of the recruitment process to ensure visual verification.
2. Non-EU/EEA applicants  
   Any potential volunteer who is not a resident of countries residing in the EU/EEA must demonstrate their eligibility to volunteer by providing a copy of their visa/work permit or residency status at the selection stage of the recruitment process. As a charity we do not assist with visa applications, or ‘sponsor’ overseas applicants in voluntary roles. The Youth Zone also doesn’t carry any obligation to ascertain visa status of each volunteer and the emphasis must be placed on the volunteer demonstrating their eligibility.
3. Disability or special considerations  
   Inspire youth zone is proud to be an inclusive organisation that welcomes all volunteer applications. However, we would expect each volunteer to follow the standard volunteer recruitment process as detailed in appendix 3.   
     
   As part of the application form, volunteers will be given the opportunity to disclose any pre-existing medical conditions or disabilities if they wish to do so (they’re not legally bound to). Dependent on the nature of the role they’re applying for and the resources at the Youth Zone, we may not be able to accommodate the support needs of each individual but all reasonable attempts to do so will be made; however, this is stated on the application form but should also be explained to the applicant with additional needs during the screening call. The decision as to whether we can support someone or not should be made by the Volunteer Manager and the Senior Leadership Team.
4. Criminal Convictions  
   Volunteers will come into contact with vulnerable groups such as children and vulnerable adults and be in a position of trust. They will therefore be asked to provide information about any criminal convictions via the self-disclosure section of the application form and in line with Ministry of Justice guidance. This request is not only about safeguarding vulnerable groups but also about trust and honesty between potential volunteers and the Youth Zone. The amendments to the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (2013 and 2020) states that when applying for certain jobs and activities, certain convictions and cautions are considered ‘protected’. This means that they do not need to be disclosed to employers, and if they are disclosed, employers cannot take them into account. These amendments will also apply to volunteers. Guidance about whether a conviction or caution should be disclosed can be found at [DBS filtering guide - GOV.UK (www.gov.uk)](https://www.gov.uk/government/publications/dbs-filtering-guidance/dbs-filtering-guide#introduction). All volunteers will be required to complete an enhanced DBS disclosure check, which will be arranged by the Youth Zone’s HR team.  
     
   Information disclosed about criminal convictions will be dealt with in the strictest confidence and will not necessarily exclude the person being accepted for a voluntary position. A risk assessment will be carried out for any applicant who self-discloses any criminal convictions or does not have a ‘clear’ result on their DBS check. The final decision as to whether to accept an individual for as a volunteer will be based on the risk assessment, and made by the Senior Leadership team at the Youth Zone. OnSide’s Safeguarding Manager can also be contacted for support with this decision.   
     
   Applications will not be accepted from individuals with convictions that bar them from working in a regulated activity.

**7. Volunteering Roles**Any volunteer role we recruit for must have a role description based on the identified needs for the role; roles should not be created to substitute for paid employees. The role description should give an overview of the role, the kind of person we’re looking to fill the role, including how their values should align with those of the Youth Zone and how the role affects young people.

Template role descriptions for most roles can be found on OnSide’s resource centre; these should be edited to include relevant information for each individual Youth Zone (i.e. branding, specific details etc.).

If there is a need to develop a new volunteer role, OnSide’s Volunteer Development Manager can be contacted for advice.  
  
**8. Recruitment Process (Please see annex ??)**

1. Advertisement  
   All volunteer roles should initially be advertised both online via the Youth Zone’s website and on-site at the location. If the website does not generate the desired interest in the role, local hubs within the community, such as community noticeboards and volunteer centres may be utilised to support recruitment for the role, as well as any other local opportunities such as free press, local radio etc.   
     
   All volunteer vacancies will be advertised when they become available, any enquiries for volunteering should be directed to the current vacancies webpage, or if there are none available then they should be asked to check back regularly. We should not take speculative applications in order to manage expectations.
2. Application  
   All applicants are required to complete the Youth Zone’s online application form via the website. This will be stored within Salesforce in line with the Youth Zone’s GDPR policy.
3. Selection  
   Following the shortlisting process to ensure applicants are a good match against the role profile both in terms of skills and availability, every applicant who is successful should be met in person. It is strongly recommended that successfully shortlisted candidates are contacted via telephone to discuss their application form and to ascertain if there are any support requirements required to assist the individual ahead of inviting them to a face-to-face informal interview. This should take the form of an individual, informal interview with the Volunteer Manager and the coordinator.   
     
   Those applicants who are not being taken forward should be contacted and thanked for their application and advised of the reason why they have not been selected for interview. If appropriate, another position could be offered.  
     
   Details of rejected applicants at all stages, should remain on file/be destroyed in accordance with the Youth Zone’s GDPR and Data Retention policies. Details of selected volunteers can remain on file for as long as is necessary, but if we do not hear from a volunteer for over twelve months, and this is unexpected, we must assume they no longer wish to volunteer with us and their file should be closed. If a volunteer has not volunteered for over twelve months, then we ask that they re-apply for roles where necessary.
4. References  
   Once a volunteer has been successfully selected, they are required to provide two references as part of their application At least one reference should ideally be from someone who knows the candidate professionally. The referee cannot be a family member, spouse or someone living with the applicant. Where possible the referees should cover the last 3 years.  
     
   References should be requested via email wherever possible but may also be taken over the phone to help speed up the selection process, where needed. In this instance the reference request form should be filled out (annex ??).   
     
   Volunteers should not take up their role without being in receipt of suitable references as this forms part of their satisfactory selection process and is a key part of our safeguarding and safer recruitment processes. The Volunteer Manager is responsible for ensuring volunteers do not start their role without adequate references in place, and volunteers must take responsibility for ensuring their reference is returned in good time prior to commencement of the role.
5. Induction and Training  
   Volunteers will receive an induction about the Youth Zone, the OnSide network, the volunteering programme, their role and it’s specifics; briefings on relevant Inspire youth zone including safeguarding, volunteering, health & safety, social media and expenses; training in safeguarding and health & safety; together with guidelines on culture, behaviour and attire. Training will be provided to ensure volunteers are equipped with the necessary information and skills to carry out their tasks/specialist role. It is the responsibility of the Volunteer Manager’s to ensure training is provided to each volunteer, and it is the responsibility of the volunteer to attend the training.  
     
   As well as role specific training, all volunteers should have the following training:

* Fire awareness
* Manual handling
* GDPR and Data Protection

All volunteers will be given a Volunteer Induction Checklist which should be signed by both the volunteer and the Volunteer Manager when the induction is completed and stored digitally on their Salesforce file.  
  
Like staff, volunteers should not work alone with young people or vulnerable adults unless they are undertaking a specific and specialist role for which they have been trained and are being regularly supervised. At all times, the Youth Zone’s Safeguarding Policy and the Lone Working with Young People Policy and Procedures must be referred to and implemented. The decision on whether a volunteer can lone work and whether any additional training is required, will be taken by their supervisor in consultation with the safeguarding lead and in line with the above policies and procedures.   
  
All volunteers who are successfully selected should be given a Volunteer Handbook on their induction. This contains useful information regarding training that they can refer back to.

**9. Day to day management and support**

1. Main contacts  
   Responsibility for the management of volunteers ultimately lies with the designated Volunteer Manager. However, volunteers will also be provided with a session main contact who will be responsible for them while they’re on session. This person will usually be the coordinator that their role fits under (i.e. Sports Coordinator for a Volunteer Sports Youth Worker). The Volunteer Manager and all designated volunteer supervisors should be capable of dealing with first line and minor issues; further information regarding problem solving with volunteers can be found within this policy, however, if an issue arises that needs escalation the Volunteer Development Manager at OnSide can be contacted for support.  
     
   All staff should be encouraged to invest time in volunteers to ensure they feel part of the team. Training will be provided for all staff working alongside volunteers.  
     
   Although it is important to involve and welcome volunteers to the team, it is equally important to maintain professional boundaries, such as those as you would within any other professional relationship. This includes being mindful of what you are saying, not sharing personal views and only sharing your personal contact details when absolutely necessary. In essence, boundaries must be maintained at all time and appropriate to the boundaries of the volunteering role.
2. Buddy system  
   All volunteers should be paired up with a buddy when they first start on session. This should be a long standing volunteer who has been in post, ideally, for 6 months or more, or a junior member of staff. They should know the Youth Zone well, and be on hand to support them in their role during the first couple of shifts to ensure that the volunteer is settling in and understands what is expected from them. They do not necessarily need to hold the same role as the new starter, but they do need to attend the same session.  
     
   Some Youth Zone’s may wish to extend the buddy relationship past the first few shifts (particularly when the buddy is staff), in order to provide more ongoing support for the volunteer.
3. New starter ‘check ins’  
   As volunteers are not employees, there is no requirement to conduct formal reviews with them. It is however good practice to meet with a volunteer early and periodically throughout their volunteer journey to ascertain if we have provided adequate training, or if they need any additional support in their role. This should allow for both parties to reflect honestly on each other’s requirements, and to provide an opportunity to decide if the role is a good fit for the Youth Zone and the volunteer.   
     
   Ideally, the volunteer should be contacted via phone, the day following their first shift by the Volunteer Manager. The Volunteer Manager should also ask the volunteer’s sessional main contact for some feedback.  
     
   After this, a 3-month face to face ‘check in’ with the volunteer and the Volunteer Manager should be scheduled. In between this, the volunteer’s sessional main contact should regularly check in when they see the volunteer.

Going forward, a 6 monthly ‘check in’ should be scheduled with the Volunteer Manager.

**10. Administration**

1. Identification – lanyards  
   Volunteers will be provided with a lanyard that will be used as identification for entry into the building. This should remain with the volunteer throughout their time volunteering with us and collected from them should they choose to leave.
2. Uniform  
   The Youth Zone will provide volunteers with a uniformed polo top to be worn on session; volunteers should wear black trousers or jeans alongside their uniformed polo. If a volunteer leaves after being issued uniform, the volunteer must return the uniform to the Youth Zone.
3. Record keeping
   1. **Upon selection**

When applying, all volunteers’ details will be captured via the Salesforce system and will act as the volunteer record. Each volunteer must have their own individual record and volunteers should have all of their contact details recorded as well as their emergency contact details.

Consent and contact preferences must also be obtained at the application stage.

* 1. **Contacting Volunteers**

Under no circumstances, should volunteer contact details be shared without prior consent from the volunteer. In order to comply with Data Protection legislation, we must obtain permission before disclosing personal contact details.

Any group communications to volunteers must therefore either be handled individually or if multiple volunteers are being contacted at once via email, the BCC (Blind Carbon Copy) field must be used to not disclose individual contact details.

Volunteers should not be added to any kind of group (e.g. Facebook, WhatsApp etc.) without their prior consent as this would mean their personal data being shared with other volunteers.

* 1. **Keeping Records up to date**

In line with Data Protection requirements, it is recommended that details are checked as current at least once a year and this can be completed by requesting that each active volunteer updates their details either via the update form or by letting the Volunteer Manager know. Once details are updated via the update form, details must then be updated on the database.

* 1. **Daily**

Volunteers are required to sign in and out using Chronos (if available at the Youth Zone) or via the sign in book.

A record should be kept of individual volunteers’ hours by logging them into Salesforce or a spreadsheet if Chronos isn’t available.

Any volunteers working remotely e.g. driving or helping with projects from home should let us know roughly how many hours they have volunteered for on any given week. Their contributions should then be noted, and the estimated time recorded.

**11. Recognising volunteers’ contributions**We should make every effort to recognise the time, commitment, and effort our volunteers give the Youth Zone. Thanking volunteers goes a long way in keeping them engaged and active with us.  
  
We have a merit system that rewards volunteers for their length of service as a volunteer. We also have a volunteer of the month programme. Further details can be found in volunteer supervisor handbooks / guidance

There are lots of other ways to thank volunteers and keep them engaged, these should include:

* Appreciation events (at least 2 a year)
* Cards
* Social media posts
* General ‘thank you while on session
* Emails/phone calls when a volunteer has gone above and beyond
* Workshops and seminars

Wherever possible and time allowing, staff should be encouraged to participate at events to demonstrate support of our volunteers and promote a ‘one team’ mentality. Volunteer Managers should be allocated a small volunteering budget that can be spent on celebratory events.

Under no circumstances, should gifts be purchased for, or given to volunteers. This also includes vouchers and events such as paid trips off site (unless for training or volunteering purposes) or paid for team building exercises. Giving a gift can be seen as a form of payment which may suggest an employment relationship and a “Consideration of contract”.

**12. Health and safety**

Inspire youth zone will take all reasonably practicable measures to ensure volunteers’ health, safety and welfare while volunteering, in accordance with Inspire youth zone Health & Safety Policy and Procedures. During their induction, volunteers will be given a health & safety briefing and provided with the Health & Safety Policy and Procedures.

The organisation will provide volunteers with appropriate guidance on any health and safety issues that arise throughout a volunteer’s time with us.

Volunteers have a duty to take care of themselves and others who might be affected by their actions. Volunteers should not act outside of their authorised area of work. Volunteers should report all accidents to their sessional main contact or Volunteer Manager; they can find information on how to do this in their Volunteering Handbook.

All volunteers identified as lone workers must be managed and supported appropriately in accordance with the Youth Zone’s lone worker policy.

1. Volunteer drivers  
   Any volunteers who will be transporting equipment, staff, other volunteers, vulnerable adults or young people using a vehicle provided by the organisation must have a valid driving licence. All volunteers driving a Youth Zone vehicle must have completed a driver’s mandate form They will be covered by the organisation's insurance policy.   
     
   Where the volunteer will be using their own vehicle, they must complete an annual volunteer driver’s declaration form and give permission for the Volunteer Manager to check for a valid MOT and that the vehicle is taxed via the [www.gov.org.uk](http://www.gov.org.uk) website. Where permission is refused, the volunteer should not undertake driving tasks on behalf of the Youth Zone.  
     
   It is the volunteers’ responsibility to check that their insurance will provide cover whilst volunteering and provide evidence of such to the Volunteer Manager. In some instances, insurance companies may require volunteers to upgrade their insurance to that of business use. Inspire youth zone may be able to cover this as an expense if it is deemed necessary and approved by the Senior Leadership Team.  
     
   The organisation will not pay any parking fines or charging zone fees incurred by the volunteer.

Lone working procedures should be followed whenever volunteers are acting on behalf of the youth zone alone.

1. Insurance  
   [YZ name]’s public liability insurance covers the activities of volunteers who have completed the recruitment process, and any liability towards them whilst they are engaged in any volunteering on behalf of the Youth Zone. However, volunteers are not insured against loss or damage of personal possessions.
2. Electronic Devices and On-line Safety  
   Volunteers must not use any personal devices, including mobiles phones, to capture, record or store data, photos or any other form of personal data of young people or vulnerable adults; this includes contact numbers. Volunteers are therefore not permitted to message or call young people or vulnerable adults using their personal devices. For all text or WhatsApp messaging between volunteers using devices provided by the Youth Zone and young people, the guidance set out in the Safeguarding Policy must be followed.  
     
   The Covid 19 pandemic has changed the ways we work and it may be that sessions are run online at time. In this instance, volunteers must follow the procedures for online safety as set out in the Safeguarding Policy and advised by their main contact and OnSide’s Safeguarding Manager.

**13. Confidentiality**  
During the course of a volunteer’s role they are likely to come into contact with confidential information about the organisation, its staff, members and suppliers. Volunteers should not disclose this information or use it for their own or another's benefit without the consent of the party concerned. This does not prevent disclosure once the information is in the public domain (unless it has been made public as a result of the volunteer's breach of confidentiality) or where the law permits or requires disclosure. Given the sensitivity of such information, volunteers are required to observe absolute confidentiality and to not disclose the Youth Zone’s information to any person either during their volunteering experience or at any time afterwards.

As confidentiality is so important to the organisation, any breach of confidentiality may result in the Youth Zone opting to withdraw the offer of a volunteering role.

Volunteers will be advised on the confidentiality policy and procedures as appropriate. Any concerns that volunteers have about the young people vulnerable adults they come into contact with, should be raised with their designated supervisor or the safeguarding lead before the end of the session they’re on.

Volunteers should raise any other concerns with the Volunteer Manager, their designated sessional main contact, a member of the HR Team or, if necessary, one of the individuals named in the Youth Zone’s Whistleblowing Policy.

**14. Code of Conduct**

Volunteers will follow the same principles we ask young people to follow:

**RESPECT YOURSELVES**

**RESPECT YOUR BUILDING**

**RESPECT YOUR STAFF**

**RESPECT EACH OTHER**

Volunteers at OnSide Youth Zones have a commitment to:

* **Be a positive role model for young people and** vulnerable adults, setting a positive example for young people.
* **Be positive about and around young people and** vulnerable adults**,** use positive language, develop self-esteem, positive relationships and self-discipline.
* **Promote good behaviour, responsibility and honesty,** be consistent in responding to inappropriate behaviour and encourage, reinforce and reward good behaviour and praise as often as possible.
* **Treat young people and** vulnerable adults **with respect and dignity**, valuing each individual and avoiding negative discrimination.
* **Respect and promote young people and** vulnerable adults’ **rights to make up their own decisions and choices,** unless the welfare or legitimate interests of themselves or others are seriously threatened.
* **Promote and ensure the welfare and safety of young people and** vulnerable adults**,** while permitting them to learn through undertaking challenging educational activities.
* **Contribute towards the promotion of social justice** for young people **and** vulnerable adults and in society generally, through encouraging respect for difference and diversity, and challenging discrimination.
* **Recognise the boundaries between personal and professional life** and be aware of the need to balance a caring and supportive relationship with young people with appropriate professional distance.
* **Recognise the need to be accountable to young people and** vulnerable adults, their parents or guardians, colleagues, funders, managers and wider society with a relevant interest in the work, and that these accountabilities may be in conflict.
* **Develop and maintain the required skills and competence** to do the job.

**Volunteers must:**

* Report any safeguarding concerns or causes for concern with the Designated Safeguarding lead/Designated Supervisor, as appropriate before the end of the session the concern has been raised on

**Volunteers must not:**

* Develop physical, sexual or emotional relationships with young people **and** vulnerable adults who are, have been or could be associated with their work.
* Develop friendships, outside of working time, with young people **and** vulnerable adults with whom they are working.
* Use language that is inappropriate or could be misconstrued by young people **and** vulnerable adults.
* Behave physically in a manner which could be misconstrued by young people **and** vulnerable adults, for example, hugging.
* Behave in a manner that is disrespectful of the physical or emotional privacy of young people **and** vulnerable adults.
* Condone, or participate in, behaviour exhibited by young people **and** vulnerable adults that is illegal, unwise from a safety point of view, or which is discriminatory or oppressive to others.

**Smoking and vaping**

* Volunteers & others who smoke or vape must do so in designated areas only.
* Volunteers & others must not smoke or vape in front of young of people.
* Volunteers & others must not promote smoking or vaping to young people.
* Smoking/vaping can only take place in designated breaks; the timing of breaks must not disrupt the flow or delivery of an event or compromise the supervision of young people.

**15. Social Media**

Inspire youth zone volunteers, could be seen to be representing the Youth Zone in any interactions regarding young people **and** vulnerable adults, shared via social media platforms. As such, social media should not be used in a way that breaches any of the Youth Zones policies or which risks bringing the organisations name into disrepute.   
  
Before posting information about the Youth Zone on any social media platform (unless information already in the public realm), volunteers should check with the Volunteer Manager as to whether the content is appropriate.

When using social media sites for personal use, volunteers should be mindful of their association with the Youth Zone. If, at any point, the volunteer shares views that are not inline with that of the Youth Zone (i.e. making racist, sexist or otherwise derogatory comments), the volunteering offer can be withdrawn.

The volunteer should also avoid the possibility of comments being viewed as having been made on behalf of the Youth Zone and to that end must not use the Youth Zone’s logo or name when creating social media accounts.

Further details regarding use of social media, can be found in the Youth Zone’s Social Media Policy.

At no point should a volunteer add or accept members of the Youth Zone on any social media platform. If a volunteer already has a member on social media (due to knowing them outside of their volunteering), this should be discussed with the Volunteer Manager at the earliest opportunity.

If volunteers are found to be in breach of any of our guidelines, the Youth Zone reserves the right to withdraw the offer of a volunteering role and to decline future volunteering opportunities.

**16. Problem solving**  
The Youth Zone aims to treat all volunteers fairly and objectively, and seeks to ensure that volunteers’ views are heard, with the aim of finding a positive and amicable solution for settling any differences that may arise.

The Volunteer Manager at the Youth Zone, is responsible for handling problems regarding volunteer complaints and conduct, with support from the Senior Leadership Team and OnSide’s Volunteer Development Manager. The only exception to this is whereby there is an issue between the volunteer and the Volunteer Manager. In this case the situation should be escalated to the Senior Leadership Team and OnSide’s Volunteer Development Manager.

As volunteers are not employees, they cannot be put through a grievance or disciplinary procedure. In essence this means that we can ask a volunteer to leave at any time. However, it is best practice to treat volunteers in the same fair and reasonable manner as you would a member of staff, in a situation where a problem has arisen, albeit through informal processes. For example, if a member of staff was involved in a situation that would warrant an investigation, we would do the same with a volunteer through a fact- finding process. If the investigation for the staff member concluded with them receiving a written warning only, we should treat the volunteer in the same situation similarly. While we would not need to write a written warning with the volunteer, a verbal conversation and record of the conversation on the volunteer’s file will suffice. In any case, the ‘easy’ option of asking a volunteer to leave should not be taken, just because they do not have employment rights. **A volunteer should only be asked to leave if you would ask a member of staff in the same situation to leave.** It is important for the Youth Zone to treat all members of staff and volunteers fairly, equally and respectfully, in line with our values.

In the event of a problem, all relevant facts should be obtained as quickly as possible. Support will be provided by the Youth Zone to the volunteer while it seeks to resolve the problem in an informal manner. If an informal resolution proves impossible, or the volunteer’s behaviour is repeatedly or seriously unacceptable, they may be asked to change their role or leave the organisation. The final decision as to whether any volunteer should be asked to leave, should be made by the Chief Executive of the volunteer.

**17. Moving on**

When volunteers move on from their role at the Youth Zone they will be asked to provide feedback on the volunteering experience by way of an informal exit interview. On the basis of their voluntary work, volunteers can request a reference; this should be completed by the Volunteer Manager and the individual volunteer’s sessional main contact and signed off by the Senior Leadership Team.

**18. Implementation of the Policy**

The Directors of Operations and HR has overall responsibility for implementing this policy, with the Volunteer Manager and the Youth Work Team having day-to-day responsibility for following the guidance within the policy when recruiting, selecting, training, supporting and supervising volunteers. Training and support will be provided for employees who are involved with volunteers to ensure robust and fair recruitment processes, and a healthy, inclusive and tolerant volunteering environment. Where relevant, new employees will be made aware of the policy as part of their induction process. This policy is linked to other Youth Zone policies including the Safeguarding Policy, Health & Safety Policy, Equality, Diversity & Inclusion Policy, Data Protection Policy, Dignity at Work Policy, Whistleblowing Policy and Social Media Policy.

**19. Monitoring and reviewing the Policy**

The policy will be monitored and regularly reviewed for effectiveness, including the outcomes of any volunteer recruitment campaigns, the diversity of the volunteers and satisfaction with the volunteer experience. The policy will also be reviewed to take account of any changes in good practice or legislation. The Volunteer Manager will review it once per year (any changes made, please highlight to OnSide’s Volunteer Development Manager).