

West Wales Islamic Cultural Association

Volunteering Policy

1. Introduction

West Wales Islamic Cultural Association (WWICA) aims to involve people more effectively in volunteering to help the community in Carmarthen as set out in the WWICA governance document.

It does this by:

- * Working with volunteer involving organisations to improve the diversity and quality of volunteer placements.
- * Providing potential volunteers with the means to access volunteering opportunities.

This volunteer policy sets out the principles and practice by which we involve volunteers. The volunteer handbook gives further details about the support and procedures in place for volunteers.

2. Principles

WWICA:

- * Recognises that voluntary work brings benefits to volunteers themselves, to service users and to paid staff.
- * Will ensure that volunteers are properly integrated into the organisational structure and that mechanisms are in place for them to contribute to the volunteer centre's work.
- * Will not introduce volunteers to replace paid staff.
- * Expects that paid staff will work positively with volunteers and, where appropriate, will actively seek to involve them in their work.
- * Recognises that volunteers require satisfying work and personal development and will seek to help volunteers meet these needs, as well as providing the training for them to do their work effectively.
- * Will endeavour to identify and cover the costs of involving volunteers.
- * Recognises that the management of volunteers requires designated responsibilities within specific posts.
- * Will endeavour to involve volunteers from a wide range of backgrounds and abilities and ensure our volunteering opportunities are as accessible as possible

3. Recruitment

Recruitment of volunteers will generally be from all sections of the community, and will be in line with the Volunteer Centre's Equal Opportunities Policy. Positive action in recruitment may be used where appropriate.

People interested in becoming volunteers with the Volunteer Centre will be invited for an informal talk with the committee. They will be given an information pack including general information about the centre and specific information on the volunteer post in which they are interested.

4. All volunteers will be asked to complete a simple registration form appropriate to the role that

they are applying for and to supply two references. Where applicants are not placed in the role applied for, they will be provided with feedback and given the opportunity to discuss alternative volunteering roles within the WWICA.

Volunteers with WWICA are likely to come into contact with vulnerable people and/or be in a position of trust. They will therefore be asked to provide information about any criminal convictions via a self disclosure form that is completed prior to starting your volunteering. All volunteers will also be required to have a full DBS check.

This information will be dealt with in the strictest confidence and will not necessarily prejudice the person being accepted for voluntary work.

5. Induction and Training

Volunteers will be given induction and training appropriate to the specific tasks to be undertaken.

6. Support

Volunteers will be assigned a named contact person who will provide regular support. Support sessions will provide the opportunity for ongoing dialogue about the development of the volunteering role and any advice and guidance as needed.

7. The Volunteer's Voice

Volunteers will be consulted in decisions which affect them.

8. Records

Minimum details will be kept on volunteers. This will include the registration form, references, placement details, crisis contact, correspondence and any other relevant information in accordance with WWICA confidentiality policy.

9. Expenses

WWICA will ensure that there is a clear and accessible system to enable volunteers to claim out of pocket expenses.

10. Insurance

Volunteers will be covered by insurance while carrying out agreed duties.

11. Health and Safety

WWICA will take all reasonably practicable steps to ensure the volunteers' health, safety and welfare while at work in accordance with the centre's Health and Safety policy.

12. Equal Opportunities

Volunteers and staff will work in accordance with the centre's equal opportunities policy and will prevent discrimination on any grounds.

13. Problems

WWICA has a policy to help deal with grievances that volunteers may have. In line with this policy volunteers have the right to discuss any concerns they may have with their named contact at any time.

If the contact person is unable to resolve the problem they will refer the matter to the committee and ultimately the Board of trustees, with the permission of the volunteer.

14. Endings

When volunteers move on from their role at WWICA they will be asked to provide feedback on the volunteering experience by way of an exit questionnaire.

On the basis of their voluntary work, volunteers will have the right to request a reference. Volunteers will be supported to move on to other options.

15. Monitoring and Evaluation

WWICA will systematically monitor and evaluate its use of volunteers with reference to this Volunteer Policy.

This policy will be reviewed annually.