

# TOKKO Volunteer Policy

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## Overview

Tokko Youth Space is committed to supporting young people in their transition to adulthood, working with them to reach their full potential through a range of opportunities for personal and social development enabling them to make informed decisions and choices increasing their potential to play a more active role in their community and society as a whole.

In line with this mission Tokko Youth Space seeks to involve volunteers to ensure that it meets the needs of young people in the borough, whilst providing those volunteering to gain new skills, experiences and opportunities.

### **Purpose of the Volunteer Policy**

The purpose of this policy is to provide guidance and direction for both volunteers and paid staff who support the involvement of volunteers within Tokko Youth Space. This policy does not constitute, either explicitly or implicitly, a binding contractual or personnel agreement and Tokko Youth Space reserves the right to change any aspect of this policy.

### **Scope of the Volunteer Policy**

This policy aims to set out standards of best practice for the support and supervision of volunteers who are managed directly by employees of Tokko Youth Space and who are engaged in the delivery of the youth work programme.

### **Definition of a Volunteer**

A volunteer is anyone who performs a task at the direction of and on behalf of Tokko Youth Space staff without the expectation of compensation beyond the reimbursement of expenses incurred during the course of his or her volunteering duties and in the required training for identified activities necessary to the role of volunteer. Unless specifically stated, volunteers shall not be considered as an employee of Tokko Youth Space however will be covered by Tokko liability.

### **Volunteer rights and responsibilities**

Volunteers are viewed as a key group of individuals and their views should be considered in appropriate levels of decision making. Volunteers can expect the right to be integrated into the youth work delivery structure and that staff will work positively with them at all times. Tokko Youth Space recognises that volunteers require satisfying work and in conjunction with induction and training relevant to the role being filled, will seek to help volunteers meet these needs.

## Volunteer Management Procedures

### **Maintenance of records and Data protection**

Tokko Youth Space is fully committed to compliance with the current Data Protection Act and GDPR policy. The following principles will apply when we handle personal information;

- Personal information is only processed with the individual's knowledge and only essential information is collected and processed. Personal information is only

seen by those who need it to perform their duties and retained only for as long as it is required. This information is protected from unauthorised or accidental disclosure and an individual's personal information will be provided to that person on request.

- Tokko Youth Space will not pass on any information to a third party without the written permission of the volunteer.

### **Representation of Tokko Youth Space**

Volunteers should be bound by the same confidentiality, ICT security and Code of Conduct requirements as in place for paid staff copy of which will be made available to volunteers.

### **Work place**

Tokko Youth Space shall endeavour to provide an appropriate workstation/resources for any volunteer that contains the necessary facilities, equipment and space to enable the volunteer to comfortably and effectively perform his/her duties.

## **Volunteer recruitment and placement**

### **Volunteer Agreements and Role Descriptions**

Volunteers can expect a clear and current description of the role that they are undertaking to fill. Volunteers can expect an agreement detailing expectations of both the volunteer and Tokko Youth Space in respect of the volunteer placement, including a description of the purpose and duties of the role and the support available.

Tokko Youth Space will not create a legally binding contract with any volunteer and agreement will only include written outlines of the specific work to be undertaken by the volunteer.

### **Recruitment**

Volunteers shall be recruited without regard to gender, age, ethnicity or other conditions. Volunteer recruitment shall be based on an individual's ability to perform an identified and relevant task. Volunteers may be recruited either through specific interest in a particular function – eg. sport, music, arts activities – or a general interest in volunteering which is later matched by a suitable position.

### **Interviewing**

Prior to a volunteer being allocated a specific role, each individual shall be interviewed to ascertain suitability for a specific role. This process shall be carried out by the Team Manager.

### **Child protection policy and Disclosure and Barring Service check (Enhance DBS)**

An enhanced DBS check clearance is mandatory for all volunteers who wish to work with young people. Tokko Youth Space Business Manager will process volunteer DBS clearance.

### Acceptance, appointment and length of service

Volunteers should not begin placements until all the necessary paperwork and relevant checks have been completed and should begin with an official acceptance of an individual to a volunteer position. Notice of termination of a volunteer's service may only be given by the Team manager in consultation with the youth worker who is supervising the volunteer. It is suggested that new volunteers should have an initial commitment for at least 6 months culminating in a review and an option for the volunteer to continue service.

## Volunteer supervision and support

### Requirements of a Supervisor

Every volunteer shall have a named contact (volunteer supervisor) responsible for his/her supervision and support. This named contact may be a member of staff or a senior volunteer.

### Support

Volunteers will be provided with opportunities to communicate with their named contact to gain feedback on progress, debate future developments and discuss problems. Volunteers can expect a prompt response to queries from their line management.

### Insurance

All volunteers accepted by Tokko Youth Space will be covered by the relevant insurance provisions of the local authority when in the process of performing their duties.

Health and Safety – all volunteers must observe the requirements of Tokko Youth Space's Health and Safety Policy at all time. A named contact will ensure that the volunteer is aware of and understands his/her obligations in respect of this policy.

### Equal Opportunities

Tokko Youth Space is committed to the fair treatment of its employees, potential employees and volunteers, regardless of race, gender, religion, and sexual orientation, responsibilities for dependents, age, physical/mental disability or offending background that does not create risk to children or vulnerable adults.

### Expenses

Wherever possible, Tokko Youth Space will reimburse volunteers the costs of any pre-approved expenses occurred in the performance of their agreed duties including training requirements. Travel expenses are capped at a maximum of £5.20 per volunteer per day (this is calculated in line with an adult day Luton and Dunstable bus ticket.)

Expense claims should be submitted to TOKKO's Finance Manager on the appropriate electronically expense claim form in arrears within 4 weeks and must including receipts for accounting purposes.

### Concerns and grievances

Volunteers and staff should be proactive in discussing problems in order to resolve issues as quickly as possible. In the event of a volunteer having a complaint about Tokko Youth Space, the established internal grievance procedure should be followed. If Tokko Youth Space receives a complaint about a volunteer, the matter will be referred to the volunteer's named contact and a formal review undertaken.

### Discontinuation of voluntary service

A Volunteer may at any point and for any reason decide to discontinue their voluntary service. It is requested that those who wish to resign provide adequate advance notice of their departure and reason for their decision.

### Discontinuation of a volunteer

In instances when volunteers no longer remain supportive of the rules and procedures of Tokko Youth Space or who fail to perform at a satisfactory standard, Tokko Youth Space may decide to discontinue the services of the volunteer. Volunteers shall have the possibility to discuss possible reasons for discontinuation of service with supervising staff prior to release.

## Volunteer development and support

### Induction

Volunteers shall receive an induction as appropriate to the position they are filling. This may include general information on the nature, mission and operation of the Youth Service and a specific introduction on the purposes and the requirements of the position they are accepting. Where appropriate, volunteers will be offered a personal development plan and opportunities to access further training.

### Training and training costs

Volunteers working directly under the supervision of staff shall receive on the job training to provide skills and information to carry out their roles. Timings and methods of delivery of training should be appropriate to the demands of the position and the capabilities of the individual volunteer.

Where training is essential for a volunteer to carry out an agreed role, the Service in association with the volunteer will identify costs and meet reasonable ones.

### Volunteer involvement and communication

Volunteers should enjoy the same opportunities as staff to participate in relevant decision-making, policy development and the sharing of good practice. Tokko Youth Space recognises that the experience and skills of volunteers are of real value to the continued development services to young people.

### Data Protection

Tokko collects and processes certain types of data about volunteers and does so in line with data protection legislation. Volunteers are required to read our Privacy Notice for volunteers which is provided separately for more information about the types of data processed and the reasons for processing.

Volunteers shall be required to make themselves aware of our data protection policies and procedures and undertake to act in accordance with these at all times, including exercising reasonable care in keeping safe all documentary or other material containing confidential information. Volunteers should inform Data Protection Officer immediately upon discovery of a data breach.

#### **Implementation, monitoring and review of this policy**

This policy will take effect from 1<sup>st</sup> December 2023. The CEO has responsibility for monitoring this policy, which will be reviewed on a regular basis following its implementation and may be changed from time to time.

Any queries or comments about this policy should be addressed to CEO.