

1. VOLUNTEER POLICY

Introduction

The Forest of Dean Baby Bank exists: To promote sustainable living through the reuse of baby clothes and equipment. To share resources between families, creating a local circular economy and helping everyone give their kids the best possible start in life. To relieve poverty and improve living standards by providing good quality second hand baby clothes and equipment to families in need. In line with this mission Forest of Dean Baby Bank seeks to involve volunteers to: Contribute to the delivery of our services ensure our services meet the needs of our clients provide new skills and perspectives increase our contact with the local community we serve. The Forest of Dean Baby Bank has no paid staff, we are all volunteers. Any reference to staff in our policies is referring to our volunteers each time.

Principles

This Volunteering Policy is underpinned by the following principles: Forest of Dean Baby Bank will ensure that volunteers are properly integrated into the organisational structure and that mechanisms are in place for them to contribute to the work of Forest of Dean Baby Bank. Forest of Dean Baby Bank expects that staff at all levels will work positively with volunteers and, where appropriate, will actively seek to involve them in their work. Forest of Dean Baby Bank 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 involve volunteers from a wide range of backgrounds and abilities and ensure our volunteering opportunities are as accessible as possible.

Practical guidelines

The following guidelines deal with practical aspects of the involvement of volunteers:

- a.) Recruitment - Recruitment of volunteers will generally be from all sections of the community and will be in line with the Forest of Dean Baby Bank Equal Opportunities Policy. Positive action in recruitment may be used where appropriate. All prospective volunteers will be asked to complete a

simple registration form appropriate to the role they are applying for and will be interviewed. To find out what they would like to do, their skills, suitability and how best their potential might be realised. Every volunteer role will undergo a risk assessment. For volunteer roles which involve 'regulated work' such as care giving and/or sustained and direct contact with children or vulnerable adults, volunteers will be subject to an Enhanced DBS Check. Forest of Dean Baby Bank has a legal obligation to ensure that volunteers are not barred from working with children or vulnerable groups. This information will be dealt with in the strictest confidence and will not necessarily prejudice the person being accepted for voluntary work.

- b.) Volunteer agreements and voluntary work outlines - Each volunteer will have a volunteer agreement establishing what Forest of Dean Baby Bank undertakes to provide them. In addition, they will agree to a written outline of the specific work they will be undertaking. Neither of these documents is a contract; Forest of Dean Baby Bank has no intention of creating a contract with any volunteers.
- c.) Induction and training - All volunteers will receive an induction into Forest of Dean Baby Bank and their own area of work. Training will be provided as appropriate. Where possible, volunteers will be entitled to receive additional training on the same basis as paid staff.
- d.) Support - All volunteers will have a named person as their main point of contact. They will be provided with regular supervision to feedback on progress, discuss future development and air any problems.
- e.) Conduct – All volunteers are expected to show courtesy and consideration to their fellow volunteers. Harassment or bullying behaviour is not accepted at the Forest of Dean Baby Bank.
- f.) The volunteer's voice - Volunteers are encouraged to express their views about matters concerning Forest of Dean Baby Bank and its work.
- g.) Insurance - All volunteers are covered by Forest of Dean Baby Bank's insurance policy whilst they are on the premises or engaged in any work on Forest of Dean Baby Bank's behalf.
- h.) Expenses - We value our volunteers and want to ensure that there are no barriers to volunteer involvement. Out of pocket expenses, if required, will

be reimbursed, including expenses for travel. To claim expenses, an expenses form must be completed and submitted to the Treasurer.

- i.) Health and safety - Volunteers are covered by, and subject to, Forest of Dean Baby Bank's Health and Safety Policy.
- j.) Equal opportunities - Forest of Dean Baby Bank operates an equal opportunities policy in respect of our volunteers. Volunteers will be expected to have an understanding, and a commitment to our equal opportunities policy.
- j.) Complaints - Forest of Dean Baby Bank will help deal with grievances that volunteers may have in line with its published Complaints Procedure. In line with this policy volunteers have the right to discuss any concerns they may have with their named contact at any time.
- k.) Confidentiality - Volunteers will be bound by the confidentiality agreement.
- l.) Data Protection - All information provided in the conflict-of-interest forms will be processed and observed within the principles and guidelines laid out in General Data Protection Regulation.