

VOLUNTEERS POLICY

London Training and Employment Network (LTEN)

Last updated	November 2023
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Who is a volunteer?

A volunteer offers his or her services (experience, knowledge and skills) to an organisation for the purpose of supporting such organisation in achieving its aims and objectives. A Volunteers commitment of time and energy brings work experience, fulfilment and self-growth. It is undertaken freely and by choice without concern for financial gain.

LTEN believes in the value of voluntary activity as an important expression of citizenship and an essential component of a free and democratic society. It supports and promotes volunteering in voluntary, statutory and community organisations. LTEN takes responsibility for ensuring that volunteers within its own organisation are appropriately involved, valued for their contribution and respected as colleagues.

- LTEN will formally acknowledge and support the role of volunteers in its work
- LTEN will set out the principles governing the involvement of volunteers and provide a set of guidelines to ensure good practice in working with volunteers
- LTEN will encourage and enable, rather than restrict, the involvement of volunteers.

Volunteer Policy

Support & Supervision

LTEN will outline the role a volunteer is expected to undertake: This will specify any particular tasks and responsibilities; agree with the volunteer on days/hours of volunteering, whether it's a fixed term, temporary or a long-term position.

- Volunteers will be assigned a named contact person for supervision and support. This appointed person will act as a referral point for instructions and concerns. They will also be responsible for the induction into LTEN and for providing additional information.



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- Volunteers will receive full information about their chosen area of work and will be given a clear idea of their responsibilities to LTEN
- Volunteers will be given induction and training in the specific tasks to be undertaken.
- Volunteers will be consulted in decisions which affect them.

Problem-Solving

LTEN recognises that problems do arise, and we aim to identify and resolve these problems at the earliest stage. Volunteers who have a problem of any kind should discuss it in the first instance with their Manager/named contact person.

Grievance and Disciplinary Procedures:

LTEN has grievance and disciplinary policies and procedures which will be discussed in length at induction with volunteers. However, if a volunteer would like to take out a grievance, in the first instance they should contact their manager/appointed person. If the grievance is about the manager/appointed person then the volunteer should contact that staff members line manager.

Any disciplinary action being taken against the Volunteer will be discussed in advance with their Manager/appointed person and or that staff members Line Manager.

LTEN will then follow the LTEN's policy for Grievance and or Disciplinary action.

Equal Opportunities & Diversity:

The same principles of Equal Opportunities & Diversity that LTEN apply to staff and users of the organisation will naturally, be extended to volunteers' If LTEN actively encourage a particular group to volunteer (for example, persons with mental health issues) this will be specified with a particular point of reference to anti-discrimination policies in terms of race, gender, age, sexual orientation, marital status. Volunteers will be expected to adhere to and implement LTENs Equal Opportunities & Diversity policy at all times.

Recruitment & Selection:

Recruitment of volunteers will be from all sections of the community and will be in line with LTENs Equal Opportunities & Diversity Policy. Appropriate targeting may be used.

Confidentiality:

Volunteers will be bound by the same confidentiality conditions as LTEN paid staff. More information pertaining to these rules will be discussed in induction as well as being introduced to the LTEN confidentiality statement/policy.

Information & Training:

With reference to LTENs policies on Cyber Security and ICT, which will be discussed with volunteers during induction the following will also apply.

Authorisation & Workstation Security:

- No person is allowed to use LTENs IT facilities if they have not previously been authorised to do so. Unauthorised access to IT facilities is prohibited and may result in either disciplinary action or criminal prosecution.
- Access to LTENs computer systems is secured by user passwords. Volunteers must not, give, or made available to others their passwords. If a volunteer suspects their password has been compromised, they must change it at once and report this to their Manager and IT Service who will help reset the password where necessary.
- To prevent unauthorised access to LTENs systems, Volunteers are required to log off their computer for periods of absence from their desk, in excess of one hour. Please ensure you save any work prior to locking or logging off your workstation or it may be lost.

Health & Safety:

LTEN has a duty of care for providing a safe and healthy working environment for all its employees, volunteers, clients' and anyone else visiting the premises. Volunteers will go through an induction session with a member of staff covering items such as personnel, policies and procedures, Health & Safety. A volunteer will also be covered by both public and employer's liability cover.

- All volunteers should be asked to complete an Emergency Form giving details of a person to be contacted in case of emergency.
- All volunteers should adhere/implement all LTEN rules and procedures highlighted in their Health & Safety policies. These policies will be addressed in length during induction

Safeguarding:

If the volunteers work is of a sensitive nature or especially if volunteers work with children and/or vulnerable adults, as a legal requirements volunteers will need to obtain a Criminal Record Bureau check: LTEN will pay for this, but the volunteer will undertake to stay with LTEN for at least 3 months.



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Training & Development:

- As much as it is practicable, volunteers will be encouraged and supported in taking up any relevant available training and be offered the opportunity to attend meetings, conferences and events which can help them in their professional development and may also support personal interest.

Expenses & Insurance

A volunteer will not be paid for his/her services but may be entitled to a daily allowance for lunch, plus reimbursement of travel expenses. This can vary and will be discussed and specified before take up of any position with LTEN.

Signed: 

Name: REBECCA BROWN

Position: DIRECTOR/CHAIR BOARD OF TRUSTEES