



Volunteer Policy

Macc wants to provide a professional service to volunteers but we also want you to have fun and enjoy your volunteering experience. Many organisations would not operate without your help and the time you give up is very much appreciated.

What is the Macc Volunteer Policy?

The Macc Volunteer Policy is a summary of the policies which apply to your role as a volunteer. This policy outlines what you can expect as a volunteer at Macc and also what Macc expects of you. The guidelines are designed to ensure you have a quality experience as a volunteer that adds value to Macc and its work.

The guidance and policies included in this document can be accessed in full from the Volunteer Centre Manager.

If you have any questions or are unsure how the information relates to you and your role at Macc please ensure you talk to your Volunteer Supervisor.

Our commitment to volunteers

Macc wants to provide a professional service to volunteers but we also want you to have fun and enjoy your volunteering experience. It is important that quality is at the heart of everything we do and that we demonstrate a positive attitude, equality and promote teamwork.

Macc will ensure the following standards will apply at all times:

- Clear instructions regarding your volunteer role which will include: attendance time, location, travel, food and any other requirements
- A detailed role description, however where possible and reasonable volunteers should also be flexible and support events/activities where they can
- Training and development for your role
- A healthy and safe environment
- Appropriate support and supervision with a named Volunteer Supervisor.

Recruitment

Recruitment of volunteers will generally be from all sections of the community, and will be in line with Macc's Equal Opportunities Policy. Positive action in recruitment may be used where appropriate. The recruitment of Macc Board members will fall under the specific Macc Board Policies & Procedures, copies of which can be requested from the Volunteer Centre Manager.

People interested in becoming volunteers with Macc will be invited for an induction talk with the appropriate contact person. They will be given an information pack including general information about the centre and specific information on the volunteer role in which they are interested.

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 both within Macc and other volunteer involving organisations.

General guidelines

Accountability

It is important that you attend every volunteer session you have committed to. If you cannot come in you must directly inform your Volunteer Supervisor as soon as possible. This is to ensure we make alternative arrangements to fill your role. Failure to contact us may place additional pressure on existing volunteers and staff.

Additional duties

Due to the nature of some volunteer roles, you may at times be asked to **perform additional duties** other than those to which you were originally assigned. Your co-operation and flexibility will help the team to deliver their services as efficiently as possible. However, if you feel unable to **perform extra duties**, please let your Volunteer Supervisor know.

Confidential information

As part of your volunteer agreement you will be expected to commit to the Macc confidentiality statement. You will receive a copy of this as part of your induction.

During the course of your volunteering activity you may have access to information of a confidential nature. This could be as simple as having access to other volunteers' details which you may be adding to our database or overhearing a member of staff talking on the phone.

When someone gives us any confidential information, they need to be sure that we will not pass this to anyone else without their prior permission.

The only exception to this is if you have been party to any information which raises a concern to you for example; a child protection issue. In this case you will be expected to share this with your Volunteer Supervisor or another member of the Macc Management Team.

If you are ever unsure about information you see, hear or are sent as a volunteer you can discuss this with your Volunteer Supervisor.

Support & supervision

Supervision will be provided on a monthly/bi-monthly basis either 1:2:1 or in a group setting. This will be an opportunity to review how your volunteering role is going and address any training needs or performance issues with your supervisor. If areas for development are highlighted you can discuss with your supervisor a plan of action for addressing these issues.

Please note that Macc reserves the right to end your volunteering opportunity if it feels that you are unable to undertake the duties required by the role, but you will always be provided the opportunity to discuss this first.

Problem solving procedure (Macc Grievance Procedure)

A grievance is a perceived or real issue which causes resentment, suffering or distress and which may be regarded as grounds for complaint. Macc 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 Volunteer Supervisor at any time.

If the Volunteer Supervisor is unable to resolve the problem they will refer the matter to the Chief Executive and ultimately the Board of Trustees, with the permission of the volunteer.

More information on the grievance resolution procedure can be obtained from the Volunteer Centre Manager. *(Please refer to Macc's Grievance Policy)*

Equal opportunities

Macc is committed to ensuring within the framework of the law that our workplace is free from unlawful or unfair discrimination on the grounds of disability, colour, race, nationality, ethnic or national origin, sex, gender (including gender reassignment), sexual orientation, age, marital status, religious or other similar philosophical belief. We aim to ensure that our volunteers achieve their full potential and that all decisions are taken without reference to irrelevant or discriminatory criteria. *(Please refer to Macc's Equal Opportunities Policy)*

Safeguarding

Macc is committed to practice which protects children and vulnerable adults from harm. As an organisation we recognise and accept our responsibilities to develop awareness of the issues which cause children and vulnerable adults harm and seek to ensure that our staff and volunteers act appropriately and effectively. As an organisation Macc fully acknowledges its duty of care towards its employees, volunteers and members.

Please refer to Macc's Safeguarding Policy and Procedure for details on volunteer responsibilities regarding safeguarding; children and vulnerable adult procedures and how to deal with allegations.

Expenses

The reimbursement of expenses is regarded as good practice and is an equal opportunities issue. Macc will pay all volunteers out of pocket expenses for costs incurred whilst volunteering, even if they do not accept them. By not paying expenses you create a barrier and will exclude individuals who do not have financial resources to participate.

Macc will only pay volunteers' actual out of pocket expenses and preferably not fixed amounts per session, lump sums or honoraria. Expenses payments that exceed volunteers' costs may be seen as a payment for work they have carried out. This causes a number of issues but the two main ones are:

- Volunteers may have their benefits jeopardised or be liable to taxation
- There is an increased possibility of organisations being classed as employers and therefore responsible for complying with statutory obligations (i.e. national minimum wage)

There may be some exclusions and these will be discussed on a case-by-case basis. If expenses cannot be provided, this must be advertised beforehand to ensure that volunteers can choose whether they are financially able to take part.

Expenses can be paid for the following:

- Bus and train travel expenses. Where possible volunteers should use the cheapest form of public transport and retain their tickets as evidence of expenditure. Reasonable adjustments will be made for people with disabilities or volunteers working late shifts where it may not be possible to travel on public transport (i.e. providing taxis or alternative transport)
- Costs of petrol used in the course of volunteering will be reimbursed. Charges will depend on the fluctuating cost of petrol prices and include depreciation and other running costs
- Meals, meal allowance and refreshments. This equates to ONE meal for four or more hours of volunteering. TWO meals for eight or more hours. Up to £5 for a meal and a drink is recognised as a reasonable amount. *(Please refer to Macc's expenses policy)*

Facilities and property

Macc has significant constraints on resources and has a high level of public accountability. We ask you to be efficient and economical and protect these assets. This covers all consumables and equipment including, but not confined to, items such as stationery, communication devices, computers, office equipment and other equipment. Property (including consumables) is not to be removed from the premises and/or used for private purposes without prior authority from your immediate Supervisor/Manager. You are not authorised to use the organisation's equipment such as faxes, photocopiers, PC's and phones for private purposes.

Contact with the media

All requests from members of the media for comments/information should be politely directed to the Chief Executive or your Volunteer Supervisor. This will ensure the accuracy of all information given to the media and help to maintain good relationships. Similarly, you should not give any interviews, appear in any promotions, advertisements or endorsements, or give any assistance to the media in relation to any story concerning the affairs of the event, without the prior consent of the organisers. Ask your Volunteer Supervisor if you need more information or if there is anything you are not sure about. You should also exercise discretion when commenting in your private capacity about the role where your comment may be understood to be an official comment of the organisation. *(Please refer to Macc's Media Policy)*

Fraud and corruption

Fraudulent and corrupt activities are in fundamental opposition to the spirit of Macc. If you suspect fraudulent or corrupt behaviour, report it to your Volunteer Supervisor or the Internal Operations Director. We will treat reports of corruption/fraudulent behaviour as confidential, where possible, and will seek to protect individuals making such reports from recrimination. All reports will be investigated promptly and fairly. Anyone found to be engaging in such conduct will be removed from Macc and referred to the police (if appropriate). *(Please refer to Macc's Financial Procedures)*

Gifts and hospitality

It is essential that all actions of all volunteers and staff stand up to public scrutiny and that the behaviour of volunteers and staff can be seen to be ethical and in accordance with best practice.

Volunteers should take account of the following guidelines when considering how to respond to offers of gifts and hospitality:

- Gifts offered to individual volunteers should generally be declined whatever the source. However, if such action would cause offence, gifts may be accepted and dealt with as indicated below. (This policy is not intended to cover gifts of small value such as calendars, pin badges, pens etc. that are part of promotional materials given out at events. Any items of uniform, out of pocket expenses or food given whilst volunteering are not gifts)
- If personal gifts are offered they may be accepted and retained by individual volunteers provided that they do not exceed the value of £10. The acceptance of such gifts, however small, may affect individuals' benefits and must be registered on the attached form with your Volunteer Supervisor
- An individual cannot retain personal gifts offered with a value of more than £10. They must be passed to your Volunteer Supervisor. Macc will take responsibility for these either as a donation to Macc or, if appropriate for a donation to the host/event organisers
- Organisational gifts e.g. paintings/sculptures may be accepted but cannot be retained by an individual. They must be passed to your Volunteer Supervisor
- Receipt of all gifts/hospitality from outside bodies should be recorded on the attached form and countersigned by the volunteer. Where gifts or entertainment have been declined you should record your decision to decline on the attached form
- If you at all unsure speak to your Volunteer Supervisor

Gifts or entertainment, even of nominal value, should never be accepted if it could be seen as bribery to influence a decision. *(Please refer to Macc's Financial Procedures)*

Health and safety

Macc is committed to providing you with a safe working environment. You are required to exercise reasonable care in the course of your role to ensure the Health and Safety of yourself and others.

Please be aware of, and follow all safety information. The following safety responsibilities apply to everyone:

1. Pay close attention and familiarise yourself with the facilities during your tour of the organisation or venue you are volunteering at and note the names of the different exits and access points
2. Co-operate fully with organisation staff at all times
3. Understand the emergency plans for the venue (e.g. fire evacuations)
4. Do not use any equipment or machinery which you have not been trained to use
5. Take care when lifting and carrying (e.g. don't lift very heavy boxes)
6. Report any potential hazards to a member of staff
7. In the event of fire/hazard or any other risk, remove yourself and warn others of imminent danger
8. If you feel an activity is unsafe or you feel unwell report this to your Supervisor
9. Contribute to a safe and healthy workplace - don't leave things lying around, keep work areas and gangways clear and tidy

(Please refer to Macc's Health and Safety Policy)

First Aid

If a medical emergency should arise, unless you are a trained first-aider, your first priority should be to get assistance from someone who is trained. Even if you are a trained first-aider, ensure that professional medical help is obtained as a matter of urgency. *(Please refer to Macc's Health and Safety Policy for an up to date list of qualified first aiders)*

If there is any immediate danger, get yourself and those near you away from the area as quickly as possible. Your attempts to assist someone should be minimal but you might be able to do some of the following until help arrives:

- Clear the space around the ill or injured individual and keep other spectators away
- Help make the individual comfortable
- If possible, place them in the recovery position and call the 999 as soon as possible
- Be extremely careful with blood. You can put a cloth over a wound to help stop bleeding but do not touch the wound or allow blood to come into contact with your skin

Security

Security measures are taken seriously at Macc and you will be required to adhere to security procedures whilst in and around the building. The security measures will be notified to you via training or induction. *(Please refer to Macc's Health and Safety Policy)*

Smoke free environment

We observe a smoke-free work environment and you cannot smoke whilst volunteering. Smoking will be allowed in the designated area (where provided) during approved breaks. *(Please refer to Macc's Health and Safety Policy)*

Professional behaviour

All volunteers have a responsibility to behave professionally at all times. Please be aware that swearing, offensive language and offensive/inappropriate jokes are unacceptable when volunteering with Macc.

Start/finish times

The start time for your role, as discussed at your induction is the time you are required to arrive at Macc. You are requested not to arrive at the building any more than 30 minutes prior to your start time, unless requested by your Volunteer Supervisor.

Training attendance

Training will form an exciting and important part of your volunteering experience and provides valuable information to help you do your role. You are required to attend all relevant training/teambuilding sessions.

Illegal drugs and alcohol

We prohibit the sale, distribution, use or being under the influence of alcohol, illegal drugs or any other substances that may affect your performance and behaviour in the workplace.

Consumption of alcohol, illegal drugs or other performance-impairing substances prior to and/or during volunteering is not allowed. Consumption of alcohol at a venue or other workplace is only

permitted when supplied by Management on special occasions, and should be enjoyed in moderation. You must ensure that your actions do not bring into question the professionalism of yourself, or Macc. If you take medication which makes you drowsy, please inform your Volunteer Manager to ensure you are not given a role which would place you in danger.

Dangerous weapons/firearms

Possession/carrying firearms or dangerous weapons is not permitted.

Mobile phones/Personal Mobile Radios (PMR)

Unless you have been issued with an authorised mobile phone or personal mobile radio, the use of personal mobile phones, radios or pagers whilst on duty is not permitted. Phones, radios and pagers can be carried visibly by volunteers when they are officially issued by Macc for work purposes. If you need to have your mobile phone with you, it must not be visible during work and must be turned off or on silent whilst you are volunteering.

Notice boards and information display

Noticeboards, newsletters and other forms of information display may be available and are for the benefit of the whole team. You cannot place or distribute any personal material within the venue without the approval of your Supervisor/Manager.

Personal grooming

You are required to be neatly groomed, presentable and to maintain a high level of personal hygiene at all times when on duty. For safety reasons, jewellery should be kept to a minimum.

Personal property

You should note that there might be no supervised storage space at Macc when you are volunteering. You are advised, therefore, not to bring valuables to work, including personal items such as handbags, portable mp3 players, cameras, personal laptops etc. Macc will not assume responsibility for the loss, theft of, or damage to, your personal possessions.

Should you have storage requirements for medical equipment or medication please speak to your Volunteer Supervisor.

Selling or canvassing on premises

You must not engage in personal business or other interests whilst volunteering. This includes use of work telephones to make calls in relation to personal interests, the display or distribution of posters, pamphlets and catalogues and/or approaching colleagues in relation to those activities.

PLEASE REMEMBER:

These guidelines are in place to ensure both your and Macc's safety. They are not designed to be restrictive in any way.

Macc want to provide a professional service to its volunteers but we also want you to have fun and enjoy your volunteering experience. We would like you to know that time you give up is very much appreciated.

HAPPY VOLUNTEERING!

The information in this sheet is for guidance only and is not a substitute for professional advice. If you would like to discuss any part of this document, please contact us at:

Macc

Tel: 0161 834 9823

Email: info@mcrcommunitycentral.org.uk

Post: Macc, 3rd Floor, Swan Buildings, 20 Swan Street, Manchester, M4 5JW

