

Volunteer Policy

Policy Statement

Volunteering is an important part of what Cloudy Foundation does. We welcome, support, train and develop our volunteers. We recognise that volunteering remains integral part of our work and what we achieve. We also understand that volunteering can help to improve the quality of life for both those who take part in or are the beneficiaries of volunteering activity.

We aim to remove any potential barriers to participation and develop a team of volunteers that involve a wide range of people reflecting a variety of backgrounds, skills and qualities that can add value to the services provided by the charity.

Investing in our volunteers is a key priority - we want our volunteers to gain from their volunteering experience as well as give – whether it is gaining new skills, experience or training or just giving them the opportunity to do something positive that benefits their local community.

Cloudy Foundation understands that a volunteers help provide an enhanced service to our beneficiaries, and we want volunteers to gain practical rewards and satisfaction for the themselves.

The role of the volunteer is to provide additional support and is not intended in any way to replace or substitute the role of paid employees. Essentially, volunteers add an important and unique contribution to the quality of the service. We value our volunteers and the contribution they make towards the services of the charity.

Cloudy Foundation will ensure its policies and practice are reviewed and updated as regulations and legislation develops and is committed to continuing good practice; the charity will ensure that commitment reflects its particular charitable objectives and its historic and present mission to those in need.

A volunteer agreement is signed by the charity and all volunteers to express roles and responsibilities where volunteering will be on a regular basis.

Purpose

Cloudy Foundation aims to recruit, screen and train volunteers for our services supporting young people in order to help them achieve their potential. This document describes Cloudy Foundation's policy on volunteers.

The following principles will apply within Cloudy Foundation:

- In all cases, Cloudy Foundation staff and volunteers will work within the Cloudy Foundation Vision, Mission & Values statement.
- Volunteers will be treated well and encouraged to:
 1. have goals and begin to meet them;
 2. increase their self-worth and/ or confidence;
 3. Increase their skills.

The purpose of the policy is to provide overall guidance and direction to our volunteers and the staff who develop and support them. The policy should be viewed alongside all Cloudy Foundation policies and procedures.

Recruitment

Local volunteering agencies are kept informed of opportunities available within Cloudy Foundation. All volunteers are also encouraged to tell suitable friends and acquaintances about Cloudy Foundation opportunities. Information is sent to anyone expressing an interest in volunteering with Cloudy Foundation and an interview will be offered.

Recruitment is in line with the Equality Act and Transitions UK Equal Opportunities policy as well as all other Cloudy Foundation policies and procedures.

Induction and Training

All regular Cloudy Foundation volunteers are required to attend training sessions which will cover safeguarding, health and safety, equalities and diversity, disability and the volunteer induction, including mentoring training. Other required training courses are listed in each role description and vary with different roles. Volunteers should check the specific requirements for the role they are volunteering for.

Volunteers can request to be updated on training and attend sessions again if they feel this is necessary. If Cloudy Foundation employees feel volunteers require further training, they can also arrange this with volunteers. This will be discussed with volunteers in advance of the request.

Support and Supervision

All volunteers will have a supervisor assigned to them when they start their volunteering work with Cloudy Foundation. The regularity of supervisor contact will vary with the role, but all roles will have contact details of their supervisor for any interim needs. In addition to this, volunteers can contact the Cloudy Foundation staff team for further support.

All volunteers can request a meeting with a Cloudy Foundation staff member if they feel they need extra support at any time.

Expenses

Cloudy Foundation can reimburse expenses incurred by volunteers on agreed Cloudy Foundation activities. Please see the Volunteer Expenses Policy for further details. If a volunteer is unsure whether an expense can be claimed, they should ask their supervisor or the chairman in advance, who will be able to advise them.

Insurance

Accredited Volunteers are covered by the employers and public liability policies of Cloudy Foundation for agreed activities.

Equal Opportunities & Diversity

Cloudy Foundation is committed to equal opportunities – including to all potential volunteers who satisfy the requirements for any volunteering role within the organisation [see recruitment section]. It is also very important that all volunteers are always welcoming of all other volunteers and treat each other with respect, as well as our beneficiaries and others involved in or with the organisation. For further information please see the Equal Opportunities policy document.

Cloudy Foundation is committed to developing and maintaining an organisation in which differing ideas, abilities, backgrounds, cultures and needs are valued. Cloudy Foundation aims to give opportunity to those with diverse backgrounds and experiences to participate and contribute, wherever this does not increase risks to others involved in the organisation in any way.

Health and Safety

Cloudy Foundation aims to ensure its volunteers are safe and not exposed to health risks when volunteering with Cloudy Foundation. Volunteers must conform to the health and safety training received and the volunteer agreement guidelines whenever they are engaged in Cloudy Foundation agreed activities or represent Cloudy Foundation. Volunteers have a responsibility for their own health and safety.

Cloudy Foundation Health and Safety Policy can be reviewed on request.

Grievance and Disciplinary Procedures

The Grievance Policy & Procedures and the Disciplinary Policy & Procedures documents can be reviewed by volunteers on request.

Confidentiality

Cloudy Foundation volunteers often have access to confidential information, and Cloudy Foundation has access to volunteers' information, so care must be taken to keep all such information confidential. For further information please request to see the Confidentiality Policy document.

Approval and review

Approval By	Date	Next Review Date
Trustee Board	Dec 20	Dec 21