



LINDRIDGE ENTERPRISES

Creating Opportunities

Volunteer Policy & Procedure

Introduction

Lindridge Enterprises Ltd. is a Charity that is developing services for young people with Learning disabilities and/or Autism to help them into employment.

Purpose

This policy and procedure aims to ensure that volunteers working at Lindridge Enterprises have work that is safe, significant, fulfilling, and appreciated.

Recruitment

Anyone over the age of 18 can apply to be a volunteer at Lindridge Enterprises and we especially welcome people who may experience some form of disability themselves. We take into account the principles of our Equality and Diversity Policy. The applicant will have to send to us a Letter of Interest, but help can be given with this if necessary. The applicant will be subject to an informal interview process and if successful at this stage, then two references will be taken up.

A criminal records check with the Disclosure and Barring Service will be made (*if relevant*) for every volunteer.

Induction

Once two satisfactory references are received, a start date will be arranged where induction will take place – see Volunteer Induction Checklist (Appendix A).

Support

A named Supervising Staff Member and other staff members will offer support to the volunteers. There will be regular briefing and de-briefing sessions to monitor progress and suitability.

The Supervising Staff Member will support all volunteers and will be available to discuss any problems or issues that may arise.

The Supervising Staff member will receive support and regular supervision/annual professional development reviews from a member of the Trustees Board.

Insurance

The organisation has valid public liability insurance which is displayed in the and which you are advised to read.

Confidentiality

Student confidentiality must be respected and maintained at all times. Any information disclosed to you in the course of your duties is strictly confidential and not to be discussed outside of the Lindridge work environment.

Resolving Problems

The relationship between Lindridge Enterprises and its volunteer workers is entirely voluntary and does not imply any contract. However, it is important that Lindridge Enterprises is able to maintain its agreed standards of service to the service users and it is also important that volunteers should enjoy making their contribution to this service.

If your role as a volunteer does not meet with Lindridge Enterprises standards, it will be dealt with in the following way.

1. A meeting will take place with a Trustee who will explain clearly any concerns.
2. If this does not resolve the concern, then a further meeting with the Trustees Board will be convened.
3. If the standard of your work still does not meet with our expectations, then your volunteering placement with Lindridge Enterprises will be terminated.

At all times you will be able to freely state your case and can have a friend to accompany you.

If you are dissatisfied with any aspect of your role you should:

1. Initially explain your dissatisfaction with your designated line manager.
2. If that does not resolve the concern, then a meeting with a Trustee will be convened
3. If that does not resolve the issue, then a formal meeting with the Trustees Board will follow.
4. If after this, your dissatisfaction remains unresolved, and we are unable to resolve your grievance, then it would be inappropriate for you to continue to be a volunteer.

At all times you will be freely able to state your case and can have a friend to accompany you.

This Volunteer Policy is stored in the Policies Folder and is freely accessible to all. It will be reviewed on a yearly basis to adapt or improve it.