



Triple C
(Liverpool)

Christ Church Community Centre
Sedgemoor Road
Liverpool
L11 3BR
0151 226 2992

VOLUNTEER POLICY

We at Triple C (Liverpool), hereafter referred to as Triple C, value and understand the benefits of volunteering to the service we provide in the community and adhere to the premise that volunteering is an activity freely given by an individual.

DIVERSITY

Triple C is committed to equal opportunities and believes that everyone has a right to volunteer regardless of age, gender, sexual orientation, race, colour, nationality, cultural origin, religion, employment status, education, political belief, class, unrelated criminal conviction, marital status, disability, HIV status or caring responsibility. We have a commitment to evaluate and monitor our progress towards achieving diversity in all our staff including volunteers and expect all our volunteers to subscribe to principles and practices of Triple C's Equal Opportunities Policy.

VOLUNTEER RECRUITMENT

Recruitment will be undertaken by a variety of means in order to ensure that volunteers are representative of the local community and that recruitment is in accordance with Triple C's Equal Opportunities Policy.

All volunteers must complete an application pack and will require to be interviewed by the Operations Manager or another nominated staff member. All volunteers must provide two satisfactory references. Certain roles will require a Disclosure and Barring Service Check (DBS). Having a criminal conviction does not necessarily stop you from volunteering with us and you can discuss this at interview. If a person has a criminal conviction and wishes to volunteer but does not require a DBS check, there will be a Risk Assessment carried out by the Project Leader and Operations Manager.

INDUCTION & TRAINING

A Volunteer Induction Pack will be issued to all successful applicants, by the Operations Manager

Volunteers will be asked to sign and return the acceptance form before they can commence their volunteer role.

During their first voluntary session new volunteers will be issued with a Volunteer Welcome Pack and the lead volunteer/project worker will explain essential procedures and provide an explanation of key policies.

There will be a **trial period of 12 weeks** to give the volunteer and Triple C time to discover if they are suited to each other. If it is decided by either Triple C or the volunteer that the volunteering role is not suitable then the Operations Manager will seek to find the volunteer another suitable opportunity with Triple C. If this is not possible then the volunteer will no longer volunteer with Triple C and will be signposted to other agencies that could help.

MONITORING AND EVALUATION

Triple C believes that ongoing monitoring and evaluation is necessary in order to develop services. Volunteers are required to assist in this process by assisting and participating in regular reviews and evaluation when requested, this may be done face to face or by completing questionnaires. The process will be carried out in collaboration with the volunteer.

HEALTH AND SAFETY

Information and training will be given to volunteers about relevant Health and Safety procedures. Volunteers will be aware of general health and safety and personal responsibility for safety. Volunteers will know how to report an accident, who the first aiders are and fire procedures. See Health and Safety Policy for further information.

VOLUNTEERS' CODE OF CONDUCT

All volunteers are expected to work with openness, honesty, sensitivity and dignity in all volunteering assignments. This includes but is not limited to the following points.

- To be punctual, polite, respectful and courteous at all times.
- To attend relevant training/induction sessions as required.
- Ask questions if the volunteer is not sure what is expected of them.
- To let the lead volunteer/project worker know as soon as possible if they are unable to attend or cannot continue in the volunteering role.
- To work in a responsible manner and co-operate with staff and volunteers.
- All volunteers are expected to dress in a neat and tidy way.
- Items of clothing, jewellery etc worn for religious reasons are acceptable provided they fit within the criteria of the point above.
- Whilst Triple C encourages a friendly and informal working atmosphere, this should not stray over into swearing or abusive language (even "in jest"); over-familiarity or inappropriate sexual references; inappropriate physical contact; or practical "jokes".
- To not attend any Triple C events whilst under the influence of drugs or alcohol. Any one arriving to volunteer at Triple C whilst under the influence of drugs/ alcohol will be sent home.
- To participate in general feedback sessions and one to one reviews where required.
- Respect others and be aware of personal space.
- Never accept gifts from clients, even as 'a favour'. If this is unavoidable, all such actions should be reported to the lead volunteer/project worker or Operations Manager or a Trustee.

Overall, all volunteers are expected to work within the values and objectives of Triple C, details of which can be found in which can be found on our [website](#)

SUPPORT

Support will be offered to volunteers by the lead volunteer/project worker and the Operations Manager. Volunteers are encouraged to express their views about matters concerning Triple C and its work. The Operations Manager will ask volunteers to complete a review questionnaire or attend a review interview each year. The review interview/questionnaire is not obligatory, but it will help us ensure that our volunteers are being utilised in the best way to suit their skills. Volunteers can request a meeting with the project worker or the operations manager to discuss any issues or concerns they may have in relation to their role if required.

INSURANCE

Triple C has a valid insurance policy which is displayed on the wall of the main Triple C office at Christ Church Community Centre.

CONFIDENTIALITY

Volunteers are bound by the same requirements for confidentiality as paid employees and will be required to follow the guidelines in Triple C Confidentiality Policy, which can be found on our [website](#).

PROBLEMS OR COMPLAINTS

Triple C aims to give volunteers an enjoyable experience whilst they are with the organisation. However, if the volunteer has any problems or complaints related to their role, staff or other volunteers they need to follow the procedure laid out in the Complaints Policy, which can be found on our [website](#).

ENDINGS

The project worker will offer an exit interview with all volunteers should they decide to move on. This will be to find out how your volunteering experience was for you. Any feedback provided will be passed to the Operations Manager to assist in developing the role of the volunteer. If the volunteer has been with Triple C for more than 6 months a reference will be provided, if requested. All reference requests should be emailed to enquiries@triplecliverpool.co.uk

Policy Adopted: November 2014

Most recent review: November 2020