

READING COMMUNITY LEARNING CENTRE



VOLUNTEER POLICY

PURPOSE

This policy has been developed to ensure that we provide a valuable experience to people who offer to volunteer with us, whilst also safeguarding the wellbeing of centre users.

RECRUITMENT

We will use appropriate means to advertise for volunteers locally that take into account the principles of our Equal Opportunities and Diversity Policies. You will have to complete an application form, but help can be given with this if necessary. You will be interviewed by the person most appropriate for the role, usually in the first instance by the Centre Manager, and if this is successful we will take up the two references you are asked to provide.

It is our policy to undertake a Disclosure and Barring Service (DBS) check at the correct level depending on the volunteer role. This will either be a basic check, enhanced check or enhanced and barring list check and the volunteer role description will make this clear.

INDUCTION AND TRAINING

You will be invited to attend induction.

This will include:

- The role of the volunteer
- Information about the Centre and its work
- Information about the roles of staff members and volunteers
- Governance and the role of the Board of Trustees
- Copies of all the relevant policies including this Volunteer policy and those on Confidentiality, Health and Safety, Equal Opportunities and Diversity etc.
- Essential procedures i.e. timekeeping, rota etc.

- A discussion on your training needs
- Other information as appropriate.

There will be a trial period of two-four weeks to give the organisation and the volunteer time to discover if we are suited to each other. We will review how this is working halfway through the trial period and also at the end.

EXPENSES

We value our volunteers and want to ensure that there are no barriers to volunteer involvement. All out-of-pocket expenses, if required, will be reimbursed, including reasonable expenses for travel, and meals and childcare if required. In order to claim expenses, an expenses form must be completed and given together with the receipts to the Centre Manager.

SUPPORT

We will ask a member of staff to support you. There will be a briefing session at the beginning and a de-briefing at the end of each session. From time to time we will organise meetings for volunteers where you can share ideas and discuss any problems or issues which have arisen during your time as a volunteer.

INSURANCE

The organisation has a valid insurance policy which you are advised to read. This covers volunteers for their specific volunteer role only and if volunteers are unsure about their role/tasks, they should always seek support and clarification from the Centre Manager.

CONFIDENTIALITY

All volunteers, as well as staff and trustees are bound by a Confidentiality Policy, which you are required to observe. Please talk to a member of staff if you are unsure about what the policy means.

RESOLVING PROBLEMS

The relationship between Reading Community Learning Centre and its volunteer workers is entirely voluntary and does not imply any contract. However, it is important that we are able to maintain agreed standards of service to our 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 the organisation's standards, here is how it will be dealt with:

1. Initially you will be invited to a meeting with the line manager who will explain her concerns and suggest ways in which you can address the issues she raises.
2. If this does not resolve the concern then you will be invited to meet with the Centre Manager and the line manager, to discuss the most appropriate way to resolve the difficulties.
3. If your work still does not meet with our standards then we will bring your volunteering with us to an end
4. At all times you will be encouraged to state your case and you can have a friend to accompany you.

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

1. Initially explain your dissatisfaction with your line manager.
2. If that does not resolve your concern then we will arrange a meeting with the Centre Manager
3. If that does not resolve the issue then you can request a meeting with a member of the Board of Trustees.
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 encouraged to state your case and you can have a friend to accompany you.

This Volunteer policy is freely accessible to all. It will be reviewed on a yearly basis to adapt or improve it.

FURTHER INFORMATION

1. Useful contacts

Reading Voluntary Action (RVA),

3rd Floor, Central Library,

Abbey Square, Reading RG1 3BQ

0118 937 2273 info@rva.org.uk

The National Council for Voluntary Organisations (NCVO)

Society Building,

8 All Saints Street,

London N1 9RL.

Volunteering England

email ncvo@ncvo.org.uk or call [020 7713 6161](tel:02077136161).

Website: www.ncvo.org.uk

STORING PERSONAL INFORMATION:

The table below outlines how RCLC complies with General Data Protection Regulations (“GDPR”) in the context of this policy. Greater details on how the Centre complies with GDPR can be found in our Data Protection Policy, Confidentiality Policy and Privacy Notice.

Holding your personal information	RCLC needs to store certain people’s personal information in order to carry out its day to day business. RCLC’s use of any personal data will be grounded in a legal basis. If there is no clear legal basis, then RCLC will ask the data subject to consent to their information being used.
How your personal information will be stored	All of the personal information that we hold will be stored in a locked cupboard or on a password protected computer.
How long we will store your information for	Personal information will be kept for as long as it is required. Reasonable steps will be taken to make sure that information is kept up to date and data subjects have the right to ask RCLC to delete their data if it is no longer needed.
The type of information that we will store	RCLC needs to store data in relation to staff administration, fundraising, student databases, advice and information work. These types of information are explained in more detail in the

	Data Protection Policy.
Why we will keep your information	Certain people’s personal information is needed in order for RCLC to conduct its day to day business and it will be kept to the extent that it is relevant to this.
The legitimate reason (or “lawful basis”) for us storing your information	The basis for storing a person’s information will be made clear to the person whose information is being collected and stored. If there is no clear legitimate reason, then the person will need to give their consent for their information to be stored by RCLC.

Date Approved by Board [Sep 2023](#)

Review Date [Sep 2026](#)

Signed on behalf of the
Board of Trustees

Dated
