**Volunteer Policy 2018**

**Introduction**

This volunteer policy sets out the principles and practice by which we, Heriot-Watt University Student Union, involve volunteers and is relevant to staff, volunteers and trustees within the organisation. It aims to create a common understanding and to clarify roles and responsibilities to ensure the highest standards are maintained in relation to the management of volunteers.

The current Vice-President Community and/or Activities Co-ordinator may provide further details about the support and procedures in place for volunteers.

**Our commitments**

We recognise volunteers as an integral part of the organisation. Their contribution supports our mission and strategic aims, and complements the role of paid staff. We aim to encourage and support volunteer involvement to ensure that volunteering benefits the organisation, its clients and the volunteers themselves. Appropriate steps will be taken to ensure that paid staff are clear about the role of volunteers, and to foster good working relationships between paid staff and volunteers. Volunteers will not be used to replace staff. We are committed to offering a flexible range of opportunities and to encouraging a diversity of people to volunteer with us.

We recognise that there are costs associated with volunteer involvement and will seek to ensure adequate financial and staffing resources are available for the development and support of volunteering. We recognise that people have a right to participate in the life of their communities through volunteering and can contribute in many ways. We recognise our responsibility to organise volunteering efficiently and sensitively so that the valuable gift of the volunteer's time is best used to the mutual advantage of all concerned.

**Who is a volunteer?**

Volunteers are individuals who undertake activity on behalf of our organisation, unpaid and of their own free choice. The Scottish Government defines volunteering as 'the giving of time and energy through a third party, which can bring measurable benefits to the volunteer, individual beneficiaries, groups and organisations, communities, environment and society at large’. Volunteering:

* is undertaken freely, by choice
* is undertaken to be of public/ community benefit
* is not undertaken for financial gain

Work experience placements and internships are not the same as volunteering. Trustees are volunteers with responsibility for governance of the organisation. Volunteers may be involved on a one – off, short term or on a longer term, regular basis. They may be involved:

* in the direct delivery of our services
* on our board of management as trustees
* in community volunteering and have hours logged centrally by the union as external volunteering hours
* in one off events and promotional activities such as Freshers Week
* involved in our Watt Volunteers scheme

Volunteers are valued by Heriot-Watt University Student Union for:

* bringing additional skills and new perspectives to the organisations
* enabling us to be more responsive and flexible in our approach
* championing our cause within the wider community
* enhancing the quality of our work and of client experience
* promoting the wellbeing of users of services, staff, local communities and themselves.

**Standards of good practice**

Our management practice is informed by the Code of Practice for organisations involving volunteers and the Investing in Volunteers Quality Standard for volunteer management.

**Roles and responsibilities**

The Vice-President Community and Union staff members have responsibility for the development and co-ordination of voluntary activity within the organisation, including volunteering policies and procedures and the welfare of volunteers.

All volunteers will have a designated staff member for guidance, support and supervision. Staff responsibilities for volunteers will be explicitly referred to in their job/role description. The volunteer role is based on trust and mutual understanding. There is no enforceable obligation, contractual or otherwise, for the volunteer to attend or to undertake particular tasks or for the organisation to provide continuing opportunities for voluntary involvement, provision of training or benefits. However, there is a presumption of mutual support and reliability. Reciprocal expectations are acknowledged – both of what the organisation expects of volunteers and what volunteers expect of the organisation.

The organisation expects volunteers:

* to be reliable and honest
* to uphold the organisation’s values and comply with organisational policies
* to make the most of opportunities given, eg for training
* to contribute positively to the aims of the organisation and avoid bringing the organisation into disrepute
* to carry out tasks within agreed guidelines

Volunteers can expect:

* to have clear information about what is and is not expected of them
* to receive adequate support and training
* to be insured and to volunteer in a safe environment
* to be treated with respect and in a non-discriminatory manner
* to receive out of pocket expenses
* to have opportunities for personal development
* to be recognised and appreciated
* to be able to say ‘no’ to anything which they consider to be unrealistic or unreasonable
* to know what to do if something goes wrong

**Recruitment and selection**

Equal opportunities principles will be adhered to in recruiting volunteers. Opportunities will be widely promoted, following the Union Comms Strategy and adhering to all related policies, so as to attract interest from different sectors of the student community. Positive action to target recruitment may be used where appropriate. Online application is encouraged but non-digital methods of application are also available. Information will be made available to those enquiring about volunteering, including written role descriptions which set out the nature and purpose of the volunteering role, key tasks, skills required and benefits. A risk assessment will be undertaken on all volunteer roles.

Recruitment will usually involve an informal interview, application form and the taking of references; the process will be defined and consistent for any given role – for example the recruitment process for trustees, regular volunteers and for volunteers for one off events will be tailored in each case and may differ from one another. Where applicants are not able to be placed in their preferred role, they will be provided with feedback and given the opportunity to discuss alternative volunteering roles, or signposted to the local volunteer centre such as Volunteer Edinburgh. A criminal record is *not* necessarily a bar to volunteering.

**Induction and training**

Volunteers will be given induction and training appropriate to the specific tasks to be undertaken.

**Support and supervision**

Volunteers will be offered support and supervision as appropriate and this is discussedduring induction. Arrangements vary according to the volunteer and the roleundertaken, and may include telephone support, group meetings or one to onereviews.

**Recognition**

Volunteers will be given the opportunity, where relevant, to share their views and opinions with the organisation's wider staff, at staff meetings etc. Formal recognition of the contribution of volunteers is expressed through annual reports, website articles, social media, and the annual Volunteer Awards ceremony. Where available, the Union will try to get hours externally recognised and approved.

**Dealing with problems**

The organisation aims to treat all volunteers fairly, objectively and consistently. It seeks to ensure that volunteers' views are heard, noted and acted upon promptly. We will attempt to deal with any problems informally and at the earliest opportunity. Where informal resolution is not possible, the organisations appropriate policies will be adhered to in order to reach a formal resolution. Volunteers will be made aware of the organisation’s complaints policy and how to use it. They will also be made aware of how inappropriate behaviour by volunteers will be addressed by the organisation.

**Expenses**

Volunteers will be given clear information about what expenses can be claimed and how to make a claim.

**References**

Volunteers who have shown commitment to their volunteering with the organisation will have the right to request a reference.

**International students and volunteering**

All VISA restrictions must be adhered to and volunteers are themselves responsible for this.