



Volunteer Policy

1. Introduction

The organisation operates within the third sector and as such, may benefit from the support of volunteers for both operational and strategic matters including service provision and as members of the board.

Deafblind Scotland recognises the important role played by volunteers in the work of Deafblind Scotland and the important and valuable contribution made by them to enrich the quality of everyday lives of members.

Deafblind Scotland recognises the role of volunteers complements but cannot replace that of paid staff and others who provide services to members.

2. Recruitment

The organisation will use appropriate means to advertise for volunteers locally and apply the principles of our Equality & Diversity Policies. Any applicants will be required to complete an application form and help with this can be provided, if necessary. The applicant will be interviewed and if successful, two references will be requested. Placements will match the volunteer's skills, talents and interests with the member's requirements

A PVG Scheme disclosure check will be made (if required) for every volunteer.

Once placed, volunteers are expected to comply with existing policies and procedures

3. Induction and Training

There will be an induction pack provided to every volunteer including:

- The role of the volunteer.
- A list of all staff members and volunteers.
- A list of Management Committee members and sub-committees.
- Copies of all the relevant policies including this Volunteer Policy and Confidentiality, Health and Safety, Equality & Diversity, and Conflict Management.
- Essential procedures i.e. timekeeping, rota etc.
- Induction training and details of ongoing training.
- Information about the relevant Code of Practice.
- Other information as appropriate.

4. Expenses

The organisation values volunteers and wants to ensure there are no barriers to volunteer involvement. All out-of-pocket expenses, if required, will be reimbursed, including expenses for travel, meals and expenses. In order to claim expenses, an expenses form must be completed and submitted with receipts for expenses incurred.

5. Support

The manager will support all volunteers and will have regular meetings with volunteers to discuss any problems or issues which may arise.



Volunteers will receive support and regular supervision sessions.

Long term volunteers will be offered opportunities for learning and development where possible

6. Volunteer Responsibilities

Deafblind Scotland expects volunteers to respect confidentiality

Deafblind Scotland expects volunteers to attend training and support sessions where agreed

Deafblind Scotland expects volunteers to carry out their tasks in a way which corresponds to the aims and values of the organisation and work within agreed guidelines and remits.

7. Insurance

The organisation has a valid liability insurance policy which you are advised to read.

8. Addressing Concerns

The relationship between the organisation and volunteers is entirely voluntary and does not imply any contract of employment or otherwise. However, it is important the organisation is able to maintain its agreed standards of service and volunteers should enjoy making their contribution to this service.

If a volunteer does not meet with the organisation's standards, the following process will be followed:

- Initially with a meeting with the manager who will explain the concerns.
- If this does not resolve the concerns then, a meeting with a board member will be arranged.
- If work still does not meet with organisational standards, the services of the volunteer may be stopped.
- At all times volunteers will be welcome to freely state their case

If a volunteer is dissatisfied with any aspect of their work, they should:

- Initially explain your dissatisfaction with the manager.
- If that does not resolve the concerns then, a meeting with a board member will be arranged.
- If after this, dissatisfaction remains and the organisation is unable to resolve the grievance then, it may be inappropriate for volunteer to continue supporting the organisation.
- At all times volunteers will be welcome to freely state their case

9. Data Protection Act 2018

The organisation will treat all personal data in line with obligations under the current data protection regulations.