



## **VOLUNTEERING POLICY & PROCEDURES**

Registered Charity 328331

### **POLICY STATEMENT**

#### **1. Purpose of the policy**

This Policy aims to:

- Enable Magic Me to recruit volunteers to support our activities and participants.
- Ensure that volunteers are supported and have a positive experience during their time with Magic Me.
- Ensure that volunteers, staff, artists and trustees understand the role of volunteers and the structures in place to support them.

#### **2. Persons affected**

- All volunteers and those enquiring about volunteering with Magic Me
- All staff, paid and unpaid, including freelancers
- All participants in Magic Me activities
- All partners on Magic Me work

#### **3. Volunteering policy**

This policy ensures that procedures for the recruitment, management and support of volunteers, their vetting, engagement, training, welfare, retention, and guidance on managing problems should they arise, are in place. It aims to ensure consistency and fairness in the involvement, management and support of volunteers and clarify the expectations of both volunteers and Magic Me.

This ensures Magic Me values the involvement of volunteers in our work because they help reflect the interests, needs and resources of the community we aim to serve and bring a unique perspective to our work and enable us to reach and benefit more people.

Magic Me stresses the importance of our Equal Opportunities Policy in all our work with volunteers. Magic Me strives to create a diverse and inclusive organisation within a diverse and inclusive community. Therefore, we are committed to ensuring equality of access to high quality volunteer opportunities and equality of treatment for our volunteers in all our policies and procedures.

**NB This Policy Statement should be read with the following documents: Magic Me's Equal Opportunities Policy, Health & Safety Policy and Policy on the Employment of Ex-Offenders, and the Procedure for Volunteering and Volunteer Handbooks.**

# VOLUNTEERING PROCEDURE



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## **1. PURPOSE OF PROCEDURE, PEOPLE AFFECTED & THEIR RESPONSIBILITIES**

### **1A PURPOSE OF THIS PROCEDURE**

This procedure ensures that Magic Me follows all legal and best practice guidance relating to its volunteer management programme. These procedures deliver a logical and structured approach to the use and engagement of volunteers operating within Magic Me.

**NB This Procedure should be read with the accompanying document, Magic Me's *Policy Statement on Volunteering***

### **1B PEOPLE AFFECTED**

- All volunteers and those enquiring about volunteering with Magic Me
- All staff, paid and unpaid, including volunteers, students and freelancers
- All participants in Magic Me activities
- All partners on Magic Me work

### **1C RESPONSIBILITIES**

- i. All members of staff and volunteers are required to follow these procedures across all Magic Me projects involving volunteers.
- ii. The Director is responsible for supervision of these activities and will report to the Chair of Trustees.

## **2. VALUES**

### **2A Why Magic Me involves volunteers**

Volunteers offer their time, energy, expertise and skills and play a vital role in helping Magic Me to achieve our aims. Magic Me acknowledges that we have a responsibility to ensure all who volunteer with us understand the procedures in place for them to have a rewarding, safe and fulfilling time volunteering with us.

### **2B How Magic Me defines a volunteer**

A 'Volunteer' is defined as someone who commits time and energy for the benefit of others, who does so freely, through personal choice and without expectation of financial reward, except for the payment of actual out of pocket expenses (as defined under section 4F).

At Magic Me a Volunteer is a person who makes a commitment to support our work in order to enhance the services and activities we offer.

### **2C Our commitment**

At Magic Me we are committed to the following:

- We will not introduce volunteers to replace paid staff
- Volunteers have a defined place in the structure of the organisation
- Volunteers are integrated into and treated equally as part of the team
- We recognise the individual skills each person brings to the organisation
- For volunteers to feel supported and valued in their role and encouraged to learn new skills
- Volunteer contributions are recognised and rewarded

## **3. RECRUITMENT OF VOLUNTEERS**

### **3A Advertising and recruitment**

We will seek to recruit volunteers from a diverse range of backgrounds that fully reflects our local communities.

A variety of approaches will therefore be used:

- We will work in partnership with and advertise volunteer opportunities in relevant press, newsletters, networks and volunteer brokerage services, locally and London-wide depending on the role.
- Ensure our website and volunteer recruitment materials include a diverse range of images and stories about volunteering.
- Recognise different communication methods are used by different people: phone and printed material as well as emails, social media and websites.

- Use targeted recruitment literature, social media and organisational partnerships when required to ensure any specialist volunteering role is offered widely and reaches a particular audience.

### **3B Selection of potential volunteers**

A person enquiring about volunteering with us will always receive a response within 3 working days.

Some projects require completion of an information sheet covering basic contact details, interests and availability. The volunteer will always be informed why this is necessary.

Where a specific role is advertised, a role description will be provided. Potential volunteers may be invited to an informal interview to discuss the role in more detail, and to give Magic Me other information such as the relevant skills, interests and experience they wish to volunteer and their reasons for wanting to do so within Magic Me.

After beginning volunteering with Magic Me, volunteers receive regular check-ins from the Volunteer Manager including phone calls, online surveys and face-to-face conversations, at which they can discuss their experiences, any issues and any additional training needs.

If decided by Magic Me, a funder or project partner as necessary for the role, a volunteer will be asked to provide the name and contact details of two references.

Potential volunteers not offered a particular role will be invited to volunteer in other roles if possible, and will always be openly and honestly informed as to why this has occurred.

We have no upper age limit on volunteers. Some roles have a minimum age due to insurance, legal requirements and risk assessments.

### **3C Disclosure & Barring Service (DBS) Checks**

The decision about whether a DBS check is required for each role, and at what level, is made using the latest DBS Guide to Eligibility, the DBS Adult Workforce and Child Workforce guidance documents and clarified with Magic Me's designated Registered DBS Umbrella Body when necessary.

Where a volunteer will be undertaking a DBS Regulated Activity (as defined by official guidelines) with vulnerable adults or children an Enhanced DBS check will be undertaken. This check will need to be carried out before a volunteer begins working with vulnerable adults or groups although they may attend planning meetings, or other supervised activities while waiting for the check to come through.

If a person has a criminal record this does not necessarily stop them from volunteering. Magic Me will assess the role and the disclosure and make a judgement on a case-by-case basis referring to legal obligations and our *Ex-Offenders* and *Equal Opportunities* policies.

Some schools and other partner organisations ask Magic Me personnel to show a staff member their recent DBS check before being allowed to work with pupils or vulnerable adults. Volunteers will be made aware of this before they complete a DBS application form and the process begins.

#### **4. VOLUNTEERING WITH MAGIC ME**

##### **4A Information and Policies**

As part of the induction process each volunteer will be given:

- Written information which outlines the scope and practicalities of their volunteer role e.g. a Project Volunteer Handbook or a personalised Volunteer Agreement detailing exactly what the role entails and outlining each policy that applies to volunteers including this policy, Equal Opportunities, Safeguarding and Health & Safety, containing a link to each full policy on the Magic Me website.
- Written confirmation of the name of the person who will supervise their volunteering and who they should report to if they have any questions or concerns.
- A verbal induction to the role.

Volunteers may be asked to complete a Monitoring Form in order for Magic Me to measure equality and diversity standards, and to sign a Photography Permissions slip in order to use their image in Magic Me publicity. The purpose of these is always clearly explained to the volunteer and agreement is optional and does not affect their volunteering role.

##### **4B Health & Safety and Safeguarding**

Every person has the right to work in a safe environment and a duty to help to create one for other people. To enable this to happen:

- The particular role and situation of volunteers will be included in the Risk Assessments carried out by the Project Manager during the planning phase of a project involving volunteers
- Volunteers will be made aware of general health and safety and personal safety, with written guidance provided to all volunteers and additional provisions made based on risk assessment.
- Volunteers will be told how to report an accident or incident involving themselves or a Magic Me participant.

- Volunteers will be briefed on arrangements for First Aid, Emergency evacuation and other information relevant to their role and project.
- If a volunteer will be working alone at any time, it is important that staff have considered what will happen if an emergency situation arises and who, from Magic Me, can be contacted to support the situation. This must be discussed and agreed with the volunteer. When required, volunteers are asked to contact their named supervisor when they are volunteering outside of office hours.
- Some of the people volunteers come into contact with could be considered vulnerable. We take the safeguarding of people at risk very seriously and have a comprehensive Safeguarding Policy and Procedure in place.
- Volunteers are given personal safety guidance in the Volunteer Handbook and further support is available depending on the role and the volunteer's needs.

#### **4C Insurance**

Volunteers are covered by Magic Me's insurance policy (in the Public and Employees Liability Cover) for the role they have agreed to carry out.

Volunteers are made aware that it is their responsibility to inform their motor insurance company if they are using their car in the act of volunteering.

#### **4D Confidentiality**

Volunteers are asked to agree to a confidentiality statement as part of the induction procedure, and are unable to continue as Magic Me volunteers without this agreement in place.

This confidentiality statement asks Magic Me volunteers to recognise that during the course of their volunteering they will learn information about people that is confidential and should not be disclosed without the express consent of the person concerned. Safeguarding concerns, however, should still be reported even where the person concerned has not expressed consent.

This confidentiality extends to photographs and other media relating to Magic Me activities and participants and continues even after a person has finished volunteering with Magic Me.

#### **4E Data Protection**

Magic Me only asks volunteers for information that it really needs and will keep the information securely, limit access to it and will not pass details on without consent unless legally obliged to do so.

Application forms will be kept secure from the point of receipt. The application form and Volunteer Handbook contain statements about the Magic Me's data protection policy and states where volunteers can access this policy.

Volunteers completing the Monitoring Form are asked to read the statement explaining why and how Magic Me will use this information.

Information given by volunteers at interview is recorded in writing. Volunteers' Managers have a duty to ensure that the information recorded is adequate, relevant and not excessive. There are often circumstances where very sensitive information about the volunteer is required. In other circumstances, less information is necessary and Volunteers Managers should ensure that everything recorded in writing is relevant to the selection process.

Volunteers' files are to be kept locked away at all times. They are confidential in the sense that access is between the Volunteer's Manager, Director and General Manager, all of whom are subject to the organisation's Confidentiality and Data Protection Policies.

Magic Me will keep confidential files locked away and secure at all times. All members of the organisation have a responsibility towards ensuring security and confidentiality.

The database contains sensitive information in relation to religion, ethnicity and disability (for monitoring purposes) as well as other more general personal data. Access to the database is password protected and is restricted to the persons requiring access in order to fulfil their role within Magic Me.

Files will be kept up-to-date and checked for accuracy on a regular basis. Volunteers' files will be kept securely after he or she has left only if Magic Me is required to do so for reporting and funding purposes, and shredded or deleted when no longer required.

#### **4F Expenses**

Magic Me will reimburse volunteer expenses for travel:

- Travel to and from the place where they volunteer up to a maximum of London Transport Zones 1-6, unless otherwise agreed in advance.
- Travel undertaken on behalf of Magic Me.
- Travel by bike or car will be reimbursed at a rate set by HRMC's Approved Mileage Allowance Payments (AMAP).
- Magic Me will not reimburse parking charges or the Congestion Charge unless we have agreed these in advance. This may be because a car is essential e.g. for transporting people or equipment, or because a Volunteer cannot use public transport, but is not registered disabled.

Magic Me will also reimburse volunteers for other out-of-pocket expenses including:

- The cost of a meal if they volunteer over a meal period, or for more than 4 hours in one session. The maximum daily amount to be claimed is set at £7 unless agreed by a Project Manager.
- Expenses related to the specific task they undertake in the fulfilment of their volunteering role, as agreed by Magic Me.

Reasonable adjustments to this expenses policy will be made if someone with an impairment or disability would be excluded from volunteering by the limits set here.

## **4G Support for volunteering**

All volunteers will have a named point of contact for their project, e.g. their Project Manager or General Manager. This person will check in with the volunteer regularly and make sure they have no questions or concerns.

Magic Me uses phone calls, surveys, email and face-to-face methods for volunteer support. We endeavour to contact volunteers who leave Magic Me in order to constantly improve our services and volunteering programme.

Magic Me delivers intergenerational projects in a range of capacities. People assisting on these projects often form meaningful relationships as a result of this work. They may experience some degree of loss and grief following a death or life-impacting event. Magic Me will always prepare volunteers for this in its volunteer induction where relevant.

Magic Me is open to talking about the emotions raised by our work. Magic Me has developed guidance on Grief & Loss so we can offer support to volunteers in case of bereavement or loss and the challenges of working in institutions. This includes organisations to refer the volunteer for professional support when required.

## **4H Working with artists**

Project volunteers may work alongside Magic Me freelance artists. The volunteer's role will be discussed and agreed in advance. Artists will, when required, brief volunteers before each session on the session plan and their role within it.

- Volunteers need to be happy to take direction from project artists and work for the good of the group and the project.
- Artists will be briefed by the Project Manager about the volunteers who will support their project, the agreed roles and limits to these roles.
- Project managers will ensure that volunteers and artists are all clear of their different roles. The manager will support the artist / volunteer relationships, checking in with all parties regularly and dealing swiftly with any issues or misunderstandings.

## **5. PROBLEM SOLVING PROCEDURE**

### **5A Dealing with problems**

All problems should be resolved openly, fairly and quickly in order to:

- Protect our volunteers
- Minimise disruption to participants and activities
- Minimise any disruption to staff, artists and other volunteers
- Demonstrate that our organisation respects volunteers
- Protect the reputation of Magic Me

As part of good practice, Magic Me aims to provide informal mechanisms for feedback. These include opportunities for feedback during support meetings with their named contact, participation in volunteer satisfaction surveys, opportunities to share experiences of volunteering with Magic Me, and the use of exit interviews.

## **5B Procedure for volunteers**

A volunteer has a right to complain if they feel they have been treated unfairly.

If the grievance is with a member of staff, their first point of contact should be their named Manager. If a volunteer has a grievance against their Manager their first point of contact will be the Director.

At the first stage the aim should be to resolve the issue through informal discussion. If this is not successful, the second stage is for the volunteer to put their concerns in writing. This will be acknowledged by Magic Me within two working days and will be responded to within twenty working days. If the volunteer is not satisfied with the outcome, the third stage will be for them to appeal to the Director, or if already involved, the Chair of Trustees. The Chair's decision will be final.

## **5C Complaint about a volunteer**

If a complaint is received about a volunteer, they have the right to be told why they are being investigated, the right to state their case and the right to appeal. The person who made the complaint should be kept informed.

The aim should be to resolve the complaint informally through discussion. Options such as additional support, supervision and training should be offered where necessary and clear aims along with a review date should be set. If the grievance hasn't been resolved through discussion, the Director can issue the volunteer with a written warning outlining the reason for the complaint along with clear objectives.

The decision to ask a volunteer to leave Magic Me should be a last resort. If the volunteer is asked to leave they should be given contacts for other volunteering opportunities, for example their local Volunteer Centre, unless this is unsuitable due to the nature of the complaint.

## **6. REVIEW AND COMMENTS**

<b>Date approved</b>	<b>Date reviewed or amended</b>
<b>9 May 2016</b>	<b>7<sup>th</sup> September 2017 by General Manaer</b>
	<b>Next review due 7<sup>th</sup> September 2019</b>

APPENDIX A: DECLARATION to sign and return to Magic Me.

Magic Me Policy and Procedures on Volunteering .

All Magic Me staff, artists, freelancers and volunteers are required to sign this document to confirm they have read, understood and agree with this policy and procedures.

Please tick to confirm you have read this document , then sign to confirm you have read, understood and will abide with the policy and procedures.

I have read Magic Me's Policy and Procedures on Volunteering.

I have read, understood and agree to abide by this policy and procedures.

Name\_\_\_\_\_

Signed\_\_\_\_\_

Date\_\_\_\_\_

PLEASE SIGN AND DETACH THIS PAGE and return it to Mark Bixter, General Manager, Magic Me, 18 Victoria Park Square, London E2 9PF. Thank you.