Volunteer Policy Templates
and Best Practice Guidelines
Resource Manual for Community and
Voluntary Organisations
Foreword

We at Westmeath Volunteer Centre have compiled this booklet to be used as a resource for Organisations working with volunteers. We have included guidelines to help you manage and support your volunteers. Also included are sample polices that can be adapted to suit the needs of your organisation. We have included a sample application form and Volunteer agreement document. We have endeavoured to make this material as simple and accessible as we can. We hope you Agree! All documentation in this booklet can be downloaded from our website: [www.volunteerwestmeath.ie](http://www.volunteerwestmeath.ie)

Westmeath Volunteer Centre would like to take this opportunity to thank our project management, Westmeath Community Development and Volunteer Ireland for the access to their resources in compiling this booklet. We would also like to thank De Paul Ireland for their support in compiling this manual and sincere gratitude to the Department of Rural and Community Development that fund our centre.

Finally we would like to thank you, our organisations, who work tirelessly to ensure that our communities are flourishing.

From all at Westmeath Volunteer Centre
Steps for Setting up a Volunteer Programme

**Involve staff:** Be sure to engage staff in the planning process as they are more likely to be receptive to volunteers if they are involved from the start. Also, staff often have great ideas for involving volunteers, whether it is helping with an existing project or planning a new programme they would like to see implemented.

**Running Costs:** Whilst volunteers give their time for free, ideally they should not be left out of pocket. If possible, it is good practice to have a budget in place to reimburse everyday receipted expenses such as travel and lunch. Depending on the role, additional costs may include: telephone calls, training, conferences, equipment and insurance.

**Volunteer Role Description:** A volunteer role description defines what the volunteer's purpose is and how they will fit into the organisation. It clarifies expectations and makes the process of recruitment and selection much easier because the role description can be used to determine a person’s suitability for the activity.

**Space & Equipment:** It is important that volunteers have adequate physical space to work in. Depending on the role, equipment needs may include a telephone, a desk and a computer.

**Advertising:** Think about how to reach the type of person you need to fill your volunteer vacancy. For example, if you need a tradesman such as a plumber or an electrician, a trade association may help you to publicise your vacancy. Other examples of advertising routes include posters in public places, newspaper ads or features, local radio and parish or church notes or via managed community websites and social media pages.

**Selection Plan** how you will select future volunteers. Options range from: informal or formal interviews, application forms and reference checks. And remember, depending on the role or the work of your organisation, Garda Vetting may also be required.

**Induction Training:** All new volunteers should be provided with an induction on their first day. Volunteers may also need role-specific training in a one-to-one or group setting. Consider the time this will take and who will deliver the training when planning your volunteer programme or consider allocating a buddy who will be a contact during placement.

**Support & Supervision:** Just like paid employees, volunteers need regular support and supervision. Each volunteer should have a named supervisor. One-to-one meetings provide an opportunity to monitor and evaluate your volunteer programme, discuss how the volunteer feels about their role, provide feedback, identify goals, and pre-empt difficult situations before they arise. Buddy systems, volunteer support groups and social even

*And don’t forget to register with [www.volunteerwestmeath.ie](http://www.volunteerwestmeath.ie)*

“Treat people as if they were what they ought to be, and help them become what they are capable of being.” – Goethe
How can Westmeath Volunteer Centre Support you

Information for Volunteers Westmeath Volunteer Centre provides individuals with information on a wide range of volunteer opportunities, together with advice and support on volunteering in general. Of great benefit to the volunteer is the opportunity to see the wide range of volunteer opportunities that exist both locally and nationally, before making a commitment.

Advice to Organisations Westmeath Volunteer Centre offer professional support, advice and consultancy to not-for-profit organisations on every aspect of involving volunteers.

Developing Volunteer Roles Westmeath Volunteer Centre provides assistance to organisations in identifying and developing new volunteer roles or volunteering programmes.

Advertising Volunteer Opportunities For organisations seeking to recruit volunteers, Westmeath Volunteer Centre can advertise opportunities within the centre and on our website www.volunteerwestmeath.ie

Volunteer Referrals Westmeath Volunteer Centre refers potential volunteers to your organisation once they have established an individual's interest in the role you are offering. Whilst Westmeath Volunteer Centre does not interview, screen or select volunteers for your organisation, we will provide professional support to you on these matters upon request.

Volunteer Management Westmeath Volunteer Centre staff are trained to provide Volunteer Centres Ireland’s national volunteer management training programme. The course is designed to ensure both the volunteer and the volunteer-involving organisation get the most out of the experience. Topics include: planning for volunteer involvement; developing volunteer roles; volunteer recruitment, selection, induction, support and supervision and policy development. Additional seminars and information sessions are also occasionally organised.

Garda Vetting Volunteer Centres provide a Garda Vetting service to not-for-profit organisations that do not have access to Garda Vetting by other means.

Volunteer Policy Development Volunteer Centres offer support, advice and information on designing, reviewing and implementing an organisation's volunteer policy, processes and procedures.

The National Day of Volunteering Volunteer Centres Ireland promotes the National Day of Volunteering. The National Day of Volunteering is a unique initiative that promotes hands-on volunteer involvement. Local Volunteer Centres encourage organisations to create thousands of once-off volunteering opportunities that benefit them and the communities they serve, giving volunteers an immediate sense of achievement.

Corporate Social Responsibility Where possible Westmeath Volunteer Centres work to connect businesses interested in developing their Corporate Social Responsibility programmes through volunteering with local not-for-profit organisations in need of support.

“No act of kindness, no matter how small, is ever wasted.” – Aesop
How to Develop a Volunteer Role Description

A volunteer role description defines what the volunteer’s purpose is and how they will fit into your organisation. It clarifies expectations and makes the process of recruitment and selection easier because the description can be used to determine a person’s suitability for the activity. It is a good idea to involve staff who may be working with the volunteer when developing the role description. They will understand the ‘ins and outs’ of the role, the skills required and what training should be provided.

Creative Role Title Creating a catchy role title will help ‘sell’ your volunteer opportunity to potential volunteers. Be honest: make the title sound enticing and encourage people to apply without making them think the role is more than it is.

Organisation & Role Overview People are often attracted to volunteering as much for the aims and objectives of the organisation as the role itself. Provide a brief overview of your organisation and its purpose. Include a short piece on the volunteer role and how it will contribute to the organisation’s work.

Tasks Clearly and specifically outline the tasks the volunteer will undertake. This way, both you and the volunteer know exactly what is expected.

Time Commitment Outline the hours the volunteer is needed e.g. 2 hours a week on a Monday evening. In addition, outline the length of time the volunteer is required e.g. one weekend, 6 months or 2 years. Stating the time commitment allows potential volunteers to quickly scan through the role description and immediately screen themselves out if they are not available.

Location State the place where the volunteer will be working i.e. virtually, at your office or an off-site location. While your head office location may suit the volunteer, if the volunteer activity takes place elsewhere it may not suit the volunteer to travel to that location. This information informs the potential volunteer of additional travel and time commitments they may need to consider.

Skills, Experience & Qualities In order to help select the right volunteers it is necessary to outline the skills, experience and qualities desirable for the role. Be specific e.g. ‘3 years graphic design experience required’; ‘proficient in Microsoft word’.

Training & Induction All volunteers should be offered an induction to your organisation on their first day, regardless of the role they are undertaking. Further training may include in-depth information about the organisation or role-specific training.

Support & Supervision Just like paid employees, volunteers need regular support and supervision. Identify and name the individual responsible for providing regular support and supervision to the volunteer. One-on-one meetings provide an opportunity to monitor and evaluate your volunteer programme, discuss how the volunteer feels about the role, identify goals, and pre-empt difficult situations before they arise.
Benefits  Individuals usually have their own reasons for volunteering belief in your mission, the desire to give something back to their community, to gain work experience etc. It is important to identify the specific benefits of each volunteer role.

Expectations  It is also helpful to outline basic expectations you have of volunteers such as confidentiality, professionalism, respect etc. These can be further developed in the volunteer agreement and the organisation's volunteer policy and procedures.

“If our hopes of building a better and safer world are to become more than wishful thinking, we will need the engagement of volunteers more than ever.” - Kofi Annan
Guide to Interviewing Volunteers

Before the Interview:

1. Decide in advance if the interview will be an informal chat or a more formally structured discussion.

2. Decide whether it will be a panel or a one-to-one interview. Typically, it is a good idea for at least two people from your organisation to interview a volunteer.

3. Agree on a suitable location and time for the interview.

4. Designate a confidential meeting space where you will not be interrupted.

5. Determine how long the interview should be e.g. 20 minutes.

6. Decide if you will take notes during the interview and, if so, who will do this. Remember that under the Data Protection Act a person has the right to access their information so any notes you make can be requested. It is courteous to ask do they mind if you take notes.

7. If appropriate, decide if the applicant should bring samples of their work.

8. Prepare how you are going to present the role and decide on relevant interview questions in advance. Remember, each applicant should be asked the same set of questions. Questions should always relate to the role.

9. Decide on the selection process, e.g. will you use a scoring method or decide by general consensus? For more information contact your local Volunteer Centre or

During the Interview

1. Put the volunteer at ease as interviews can be stressful! Start the conversation and welcome the volunteer.

2. Have refreshments available, e.g. water, tea or coffee.

3. Introduce the interviewer(s), describe their roles and explain the running order of the interview.

4. Take time to tell the volunteer about your organisation and the role itself. This is an important first step. It gives you an opportunity to set the tone and helps put people at ease.

5. Always allow time for the applicant to ask questions at the end.

6. Let the applicant know when they can expect to hear from you, e.g. within two days, a week.

7. Thank the applicant for coming and for their interest in your organisation.
After the Interview

1. It is best not to select an applicant on the spot even if you think they are suitable. This gives you time to reflect on their suitability and allows them time to consider the commitment involved.

2. Invite successful applicants to join your team. If they accept, explain the next steps, e.g. Garda vetting, reference checks, training, induction etc.

3. Provide unsuccessful applicants with reasons why they were not successful, e.g. a large number were interviewed for a limited number of positions. This makes saying no easier, and more professional.

4. It is extremely important to contact all unsuccessful applicants to thank them for their interest and time. This can be a simple email, letter or a phone call.
Screening and Selection

Role & Organisational Description A precise role description with detailed information of the tasks involved, in addition to relevant information about your organisation, helps ensure the right match between the volunteer and the role.

Application Form Many organisations develop a volunteer application form. Application forms, unlike CVs, ensure the same information is collected on everyone so all applicants can be treated the same way. Forms can be off-putting for those with literacy needs or with poor English so always offer to help fill out an application form.

Interview The interview process is crucial in enabling you to accurately measure if the applicant is a good 'fit' for your organisation. Interviews should always be regarded as a two-way process in which the organisation and the volunteer have the opportunity to assess one another.

Reference Check Checking references allows you to verify details gathered from the volunteer during the application and interview process. Reference checks are generally conducted once you have interviewed the applicant and have decided you would like to involve them in your organisation. It is best practice to request permission before contacting referees. Generally, organisations request two references, from non-relatives and from separate sources: education, employment, previous volunteering or from a person of standing within the community.

Garda Vetting Garda Vetting is the process by which the Central Garda Vetting Unit discloses details regarding prosecutions and/or convictions in respect of an individual. While Garda Vetting is not necessary for every organisation or role, it is generally regarded as an important step for organisations whose volunteers are involved with children or vulnerable adults.

Induction An induction is an information-sharing process. It provides a space to introduce volunteers to the work of the organisation, meet fellow staff and volunteers and to become familiar with organisational policies and procedures. It also provides an opportunity to review the role description and introduce the volunteer to the tasks they will be responsible for.

Volunteer Agreement A volunteer agreement clarifies the expectations of both parties in relation to the time commitment involved, confidentiality, training and adherence to the organisation's policies and procedures.

Training Volunteer training that takes place prior to starting gives volunteers an opportunity to come to terms with the role and to decide if it is definitely something they want to pursue. From the organisation's perspective, training provides an opportunity to learn more about the applicant and ensure they are willing and able to undertake the volunteer role.

Trial Period A trial period provides an opportunity for both parties to see if each other's expectations are being met. In addition, it provides an opt-out for either party if things are not working out.

Preparing for a Volunteer's First Day
Prepare for the Volunteer’s First Day After the initial interview, your volunteer will be excited at the prospect of starting out on a new endeavour. The first day’s experience with your organisation will have a lasting impact and will influence their commitment and behaviour within the organisation in the future.

The Greeting Welcome the volunteer warmly. Make sure everyone the volunteer is likely to come into contact with knows they are arriving including the receptionist. It’s amazing how motivating it is to feel expected and welcomed by everyone!

Tour of The Premises New volunteers need to get their bearings in an unfamiliar environment. Begin your tour with the volunteer’s own workspace and point out where colleagues work and what they do. Show the volunteer where coats and personal items can be left, where the bathroom is, where the first aid box is located and where to get tea/coffee.

Initial Assignments Nothing says “we need and value you” more effectively than having prepared work to do right away. This allows volunteers to quickly identify how they can contribute to the organisation. Conversely, having the volunteer wait while you “pull something together to keep them busy” sends quite the opposite message. Set tasks that allow the volunteer to ease into things, whilst providing enough work to fill the shift.

Induction and Training The amount of training volunteers need will depend on the role and their experience. Regardless, all volunteers require an induction. When planning an induction process, revert back to the role description, reiterate the tasks and outline your expectations. Many organisations choose to create an induction pack to bring volunteers up to speed on all aspects of the organisation.

Don’t Assume Knowledge Gauge the level of support or assistance required to get your volunteer up and running quickly. Spend plenty of time with your volunteer on the first day (or assign another person who is available) and expect lots of questions! This is important in creating a relaxed rapport and building a good working relationship.

Formal Orientation Volunteers are ambassadors for your organisation and they need to understand and be able to communicate what your organisation is all about. A formal orientation should ideally occur within the first few weeks. Orientation usually includes a full tour of the organisation, an overview of its history, the importance of confidentiality, a description of all services provided and how volunteers contribute to their successful delivery. Understanding the big picture and feeling part of the organisation is greatly motivating. This can be done on an individual basis or as a group, if more than one volunteer has been brought on board recently.

The End of the First Day Be present to review the volunteer’s work. Give some positive feedback. If there was a hiccup or two, explain what was done wrong and how to correct it. Remind the volunteer that they are still in training and practice makes perfect. Confirm the next time they are due in and express appreciation at having a new member on the team. Such courtesies are not just for show: they encourage your volunteer to return again and again.

Sample Volunteer Agreement
This Volunteer Agreement demonstrates how we value our volunteers. We are dedicated to ensuring that you have a quality volunteer experience which is both productive and rewarding. We agree to accept the volunteering services of:

Name_______________________ Beginning on___________________________

Ending on________________________

The volunteer agrees to volunteer for__________________________ hours on the following days:

Mon □ Tues □ Wed □ Thurs □ Fri □ Sat □ Sun □

The volunteer role is: _____________________________________________

And the volunteer will be supervised by: _____________________________

‘X’ Organisation commits to the following:

• To provide adequate information and training to meet the expectations as described in your volunteer role description.

• To allow for a six-week trial period.

• To explain what is required of you and to support and provide encouragement to help you achieve the desired results.

• To assign you with a named supervisor who will provide you with regular support and supervision meetings and act as a ‘go to’ person.

• To treat you with respect and courtesy at all times.

• To be receptive to any comments and feedback from all our volunteers.

• To value and recognise our volunteers as a significant resource in achieving the goals of our organisation.

The Volunteer commits to the following:

• To fulfil my role as outlined in the attached volunteer role description.

• To follow the organisation’s policies and procedures.

• To meet time and task commitments and to provide sufficient notice when not available.

• To act in a way that is in line with the aims and objectives of the organisation and that enhances the work of the organisation.

Agreed to by: Organisation’s Signature__________________________ Date__________

Volunteer Signature__________________________ This volunteer agreement is binding in honour only, and is not intended to be a legally binding contract between the volunteer and the organisation. Neither party intends any employment relationship to be created now or at any time in the future. This agreement may be cancelled at any time at the discretion of either part

Sample Volunteer Application Form | Date
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<tr>
<th>Surname:</th>
<th>First Name:</th>
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<tr>
<td>Address:</td>
<td>Telephone:</td>
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<td>Email:</td>
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**Gender:**
- Male □
- Female □

**Age Group:**
- Under 18 □
- 18-25 □
- 26-40 □
- 41-55 □
- Over 55 □

**Please select the area you wish to volunteer in:**

**List Roles here:**

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**Please tell us why you want to volunteer with our organisation?**

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**Please tell us what you hope to gain from your experience with us?**
Please tell us about any educational background, work or volunteering experience that would be relevant to the volunteer role you are applying for.

If you have volunteered before, please give details of where you have volunteered, for how long and describe your volunteer role.

What hobbies, skills, special interests or qualities do you have that may be relevant to the volunteer role you are applying for?

When are you available to volunteer? (Please specify days, times and the length of commitment)
Please supply us with name of two referees (non relatives)

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Do you have any special needs you would like to share with us?

Any other comments?

Please return to: (enter your organisation’s name and address here)

*Note: Garda Vetting is a requirement for all/some volunteer roles within our organisation*
1. Volunteer Mission

___________ is dedicated to maintaining a quality programme where volunteers in collaboration with staff can unlock their potential and learn from each other in a supportive environment. _________provides services to the general public and we would not be able to provide added value services to them without the time, energy and commitment of volunteers. _________ prides itself on developing exciting volunteer opportunities for potential volunteers from all walks of life. We strive to maintain best practice in all areas of our work from recruitment to onsite support to ensure that our volunteers have the best possible experience and the opportunity to gain a thorough understanding of and contribution to work of _________

We aim:

● To enable volunteers to develop and contribute to all areas of the work of _________

● To offer a more holistic and varied experience to volunteers.

● To work to ascertain volunteer requirements and roles with a view to developing service potential.

● To offer a variety of quality volunteer opportunities to encourage members of local and overseas communities to volunteer in _________ and thus gain an understanding of our work.

We achieve this through:

● Working closely with volunteers to assess requirements and role development

● Maintaining links with Westmeath Volunteer Centre to promote___________ volunteer opportunities to potential volunteers.

● Providing thorough induction, selection and training programmes for all volunteers.

● Matching volunteers’ skills with roles to ensure they are exploring their full potential.

● Striving to maintain best practice in our work with volunteers

2. SCOPE

All _________ volunteers and employees operate in accordance with organisational Policies & Procedures. The following are some of those relevant to volunteering:

● Volunteer Management Procedure

● Professional Boundaries

● Code of Conduct

● Complaints

● Confidentiality

● Equal Opportunities
3. PURPOSE

3.1 To provide a framework of guidelines that deals broadly with the practical aspects of involving Volunteers.

3.2 To provide a Policy that can develop good and consistent practice with regard to involving Volunteers.

3.3 To respect and accommodate the diversity of volunteers’ backgrounds and to be sensitive to the diversity of arrangements and relationships that this creates.

4. PRINCIPLES

4.1 ____________ ensures that those volunteers offering a regular commitment are properly integrated into the organisational structure and that mechanisms are in place for them to contribute to its work.

4.2 ____________ recognises volunteers as a core part of the team in roles which complement, but never substitute, the work of paid staff.

4.3 ____________ expects that staff at all levels will work positively with volunteers and, where appropriate, will actively seek to involve them in their work.

4.4 ____________ recognises that volunteers require satisfying volunteering experiences including personal development and seeks to help volunteers meet these needs, as well as providing the necessary training for them to undertake their voluntary activity effectively.

5. RECRUITMENT

5.1 ____________ implements a fair, effective and open system in the recruitment and selection of volunteers.

5.2 ____________ strives to create a diverse and inclusive volunteer programme and is committed to ensuring equality of access to its volunteer opportunities and equality of treatment for volunteers in all its policies and practices. ____________ regularly reviews the makeup of the volunteer team through diversity monitoring.

5.3 ____________ uses appropriate means to widely advertise for volunteers on both a local and global (where required) level that takes into account the principles of its Equal Opportunities Policy.

5.4 ____________ implements a recruitment and selection process that is appropriate to the role offered to potential volunteers. ____________ aims to allow both parties to give and receive sufficient information to assess whether the volunteer opportunities available match the potential volunteers’ skills, qualities and interests.

5.5 All applicants for volunteering with ____________ are required to complete an application form; assistance can be given with this if necessary.
5.6 Additional measures may be implemented depending on the nature of the volunteer role. ______________ undertakes other checks (Garda) to ensure a volunteer’s suitability to undertake a voluntary role with vulnerable adults and children, as appropriate.

5.7 If unsuccessful, applicants will be offered an opportunity to discuss the outcome and identify possible alternative volunteering activities within or outside of ______________

6. INDUCTION AND TRAINING

6.1 All volunteers, whether volunteering for ongoing, short-term or “one off” roles, undergo an induction/briefing that provides all the information appropriate to their role to help them understand the work of ______________ and fulfil their role.

6.2 Induction arrangements vary according to the service and the nature of the voluntary activity to be undertaken.

6.3 Where possible, volunteers are offered additional training to enable them to fulfil their voluntary role more effectively.

7. TRIAL PERIODS FOR VOLUNTEERS

7.1 All volunteers start with a 3 month trial period where either ______________ or the volunteer may choose to withdraw from the volunteer agreement.

8. VOLUNTEER ROLE DESCRIPTION AND AGREEMENT

8.1 Volunteers are given an agreement and specific role description which outline the expectations and responsibilities of both the volunteer and ______________. These documents are not legally binding nor are they a contract of employment or for paid provision of a service.

9. SUPPORT AND SUPERVISION

9.1 Whilst all staff have a role to play in supporting volunteers, managers and volunteer Coordinator have responsibility for the overall management of volunteer involvement including overseeing the implementation of this policy. Volunteers have the opportunity to attend individual and/or group supervision meetings (where appropriate) where they are provided with support in order to feedback on progress, discuss future role development and raise any ideas or concerns. This may be offered through a variety of systems, such as briefing/debriefing, supervision, volunteer forums etc.

9.2 All staff required to undertake such duties are provided with training in the management, supervision, support and training of volunteers.

10. COMMUNICATION AND RECOGNITION

10.1 ______________ recognises the core role that volunteers fulfil within the organisation. It endeavours to communicate with volunteers in appropriate ways, for example meetings, notice boards and email. It also recognises the importance of seeking volunteers’ ideas and opinions at regular intervals each year by various means.

10.2 ______________ appreciates the valuable contribution its volunteers bring to the organisation and makes regular efforts to recognise and celebrate them.
10.3 ___________ provides volunteer references on request.

10.4 An exit evaluation of the volunteering experience is provided for all volunteers leaving ___________ to enable them to give feedback on their experience.

11. EXPENSES

11.1 ___________ values our volunteers and actively works to ensure that barriers do not exist to volunteer involvement. All volunteers are offered reimbursement of their travel expenses, to and from the site of their voluntary activity, within the maximum limits currently in force within ___________. Other agreed expenses, incurred as a necessary part of the volunteer's activities, are reimbursed.

12. DATA PROTECTION AND CONFIDENTIALITY

12.1 ___________ takes care to protect volunteer information as part of its data protection responsibilities in paper format and/or electronically. All such information is treated in accordance with the Data Protection Act (1998) and volunteers are entitled to inspect such information pertaining to their own involvement with ___________. Likewise, ___________ expects volunteers to protect any personal or confidential information to which they may have access through their volunteering with ___________.

13. MANAGING RISK

13.1 ___________ is committed to ensuring the well-being and safety of its volunteers and, in turn, expect volunteers to contribute to maintaining a safe volunteering environment.

13.2 All volunteers are covered by ___________ employer liability insurance policy whilst they are on ___________ premises or engaged in voluntary activity on ___________ behalf. In the event of specific activities that require personal liability insurance, this will be highlighted in the volunteer Role description before any activity is undertaken.

13.3 Volunteers are thoroughly inducted into the ___________ service/department in which they are volunteering and introduced to all relevant health and safety aspects to their area of volunteering in accordance with local Health and Safety Policies.

13.4 All services identify possible areas of risk specific to the involvement of volunteers and produce written risk assessments for eliminating or minimising such risks. Volunteers are expected to cooperate with staff and follow Risk Assessments relating to their volunteering.

13.5 Where a volunteer, as a direct consequence of his or her voluntary activity with ___________ suffers emotional harm to the extent of requiring counselling or therapy, ___________ will support the volunteer in exploring suitable options.

14. VOLUNTEER CONDUCT

14.1 All Volunteers will have access and must adhere to the ___________ Code of Conduct Policy, Professional Boundaries, Complaints, Equal Opportunities Policy and the Confidentiality Policy.
14.2 Resolving Concerns/Issues

14.2.1 ________ aims to treat all volunteers fairly, objectively and consistently. ________ seeks to ensure that volunteers’ views are heard, noted and acted upon promptly and aim for a positive and amicable solution based on ________ guidelines for settling differences. If a volunteer has any problems or complaints about volunteering, they should talk to staff immediately. ________ takes the concerns of its volunteers very seriously and will make every reasonable effort to resolve any difficulties.

14.2.2 In the event of a problem, all relevant facts should be obtained as quickly as possible. Support will be provided by ________ to the volunteer while it endeavours to resolve the problem in an informal manner. If an informal resolution does not prove impossible, ________ wider Complaints Policy will be referred to. If a volunteer’s behaviour is repeatedly or seriously unacceptable, they will be asked to leave the organisation.

14.2.3 If circumstances arise where the organisation deem a volunteer not a good fit for a particular role, they may be asked to change their role or will be signposted to other volunteer opportunities outside the organisation.

15. THE ROLE OF THE VOLUNTEER COORDINATOR

15.1 To support, guide and advise individual Services, Teams and Departments in their involvement of volunteers, and to provide staff training in volunteer management.

15.2 To maintain an overview of ________ strategies in recruiting, recognising and retaining volunteers.

15.3 To collate, monitor and evaluate trends and statistics on ________ Volunteer Programmes.

15.4 To offer training and support to individual volunteers and to volunteer Teams.

15.5 To ensure the dissemination of volunteering 'good practice' principles throughout ________

15.6 To promote volunteering to the wider community.
SAMPLE CODE OF CONDUCT POLICY

1.1 The Code of Practice sets out the expectations of the Organisation on all those who work for it - Council of Management members, paid volunteers, locums, volunteers and students known subsequently as volunteers unless otherwise stated.

AIMS AND OBJECTIVES OF THE ORGANISATION

2.1 All volunteers should uphold and seek to achieve the objectives of ___________________. The conduct of volunteers should reflect the high quality standards the Organisation is striving for, in its work with the general public, and with all those who work for the Organisation. This encompasses an understanding and awareness in relation to race, religion, culture, gender, class, disability, sexual orientation and HIV status, and the Organisation is committed to ensuring equality of opportunity for all volunteers.

PROFESSIONAL CONDUCT AND INTEGRITY

3.1 Volunteers shall avoid any act which may ______________ bring into disrepute or diminish the Organisation and confidence of the public and stakeholders.

3.2 Volunteers should maintain appropriate professional relationships with colleagues. Where volunteers feel a colleague’s behaviour, competence or integrity is defective or deficient, they should discuss this with that colleague. If no satisfactory outcome is achieved, or it is a matter of serious concern, the complaint should be referred to the Line Manager.

3.3 It is the responsibility of volunteers to be aware of the social, legal and professional consequences of any act but which may be professionally, morally, legally or ethically questionable.

3.4 It is important that volunteers are reliable and punctual and that volunteers appearance is appropriate.

3.5 The use of violence or abusive language/behaviour is unacceptable.

3.6 Volunteers may not consume drugs or alcohol whilst on duty, nor may they carry out their duties whilst under the influence of alcohol, drugs or other substances. Any exception to this rule must be approved by the Management.

PUBLIC PROFILE

4.1 Volunteers are expected to be committed to the aims and objectives of the Organisation and promote the work and policies of the Organisation in external contacts. Invitations to speak on behalf of the Organisation should only be accepted with prior permission of the Manager unless this is an integral part of the job and contained within a person’s job description.
FINANCE

5.1 All financial transactions should be properly authorised and recorded and unnecessary or wasteful expenditure should be minimised. Wherever possible, external receipts for expenditure should be obtained.

5.2 All financial donations should be notified.

5.3 All fees, payments and gifts received from external sources by any individual working for ________________that are made as a result of that person's connection with the Organisation, should be given to ____________ unless otherwise authorised by Manager.
We hope this resource has included the tools that will help you manage and support your Volunteers. As always we welcome your feedback and suggestions you can contact us at:

**Mullingar Office**
Westmeath Volunteer Centre
Westmeath Community Development,
Mullingar ETI Centre
Mullingar Business Park
Mullingar
Co Westmeath
N91 XO12

**Athlone Office:**
Westmeath Volunteer Centre
Westmeath Community Development,
Unit 1
Blyry Industrial Estate
Athlone
Co Westmeath
N37 P668

Phone: 0449348571
Email: info@westmeathvolunteer.ie
Web: [www.volunteerwestmeath.ie](http://www.volunteerwestmeath.ie)