



Draft - pending ratification at AGM (Jan 2005)

Volunteers Policy

1. Introduction

- 1.1.** This policy sets out guidance for the role performed by volunteers within City Synergy. It defines procedures to be taken in recruitment, outlines safeguards to protect members and volunteers alike and explains the processes to be followed should things go wrong.
- 1.2.** This Policy should be read in conjunction with the constitution and other policies of City Synergy including that relating to equal opportunities.
- 1.3.** The Management Committee has appointed a Volunteers Co-ordinator to assist in the deployment of volunteers.

2. Main Principles

- 2.1.** City Synergy seeks to fulfil its objectives by being a supportive group encouraging members to develop self-confidence and independence.
- 2.2.** The objectives and rules of City Synergy are set out in its constitution and are subject to agreement by the

membership at an AGM or Special General Meeting, The committee, elected by the members at the AGM is responsible for ensuring proper stewardship in the running of City Synergy.

- 2.3. Volunteers and members are expected to treat each other with mutual respect and dignity, confidentiality will be respected.

3. Recruitment of volunteers

- 3.1. Prospective volunteers should be met by at least two Vision Impaired members of the committee before undertaking the process outlined below for formal recognition as volunteers within City Synergy.
- 3.2. All volunteers need to have an up-to-date police check.
- 3.3. Arrangements will be made to provide Vision Awareness training to all volunteers.
- 3.4. Formal acceptance will be by agreement of the committee, subject to satisfactory completion of 3.1 to 3.3 above, and confirmed by letter.
- 3.5. Volunteers will be expected to participate in initial and ongoing training opportunities.
- 3.6. Should an individual be declined as a volunteer feedback will be available upon request.
- 3.7. Volunteers may be appointed for specific tasks.

4. The role of volunteers

4.1. Volunteers may serve in a variety of capacities these may include:

- Assisting members in getting to/from activities
- Reading information
- Acting as guides when travelling
- Support to individual members
- Providing specialist knowledge/experience
- Officiating at events/activities
- Looking after guide dogs

4.2. Each volunteer will choose the level of support they are able to provide. The list in 4.1 is not exhaustive.

4.3. Volunteers will not be obliged to take part in any activity if they feel insufficiently supported or trained, or feel there is an undue risk involved to members of City Synergy, themselves or any member of the public.

4.4. Where any of the conditions in 4.3 apply the volunteer should notify the appropriate officer (usually the chair or secretary) or bring the matter directly to the attention of the committee.

4.5. For the purpose of this policy, parents/guardians, spouses/partners and other personal assistants will not automatically count as volunteers. They, however, may be invited to train as volunteers to assist the provision of City Synergy activities and the fulfilment of its objectives.

5. City Synergy's expectations of volunteers

- 5.1. Volunteers will be expected to act in accordance with the rules and procedures of City Synergy.
- 5.2. Volunteers should familiarise themselves with the objectives of City Synergy and work with the committee and members in seeking to achieve these goals.
- 5.3. It is the responsibility of volunteers to make all reasonable efforts to ensure that the activities in which they are involved are conducted in a way that ensures the safety of all.
- 5.4. Should an activity be considered unsafe, volunteers should report the problem to the officer(s) responsible.
- 5.5. If volunteers are unable to fulfil a task to which they had previously committed, they should ensure appropriate persons are informed as soon as possible to enable alternative arrangements to be made.

6. Volunteer's expectation of City Synergy

- 6.1. Volunteers will be recompensed for any necessary out of pocket expenses incurred in undertaking their duties.
- 6.2. City Synergy will ensure that volunteers receive the appropriate ongoing training.
- 6.3. Volunteers will receive support and supervision.
- 6.4. City Synergy will provide references for employment and other purposes.

7. Grievance and disciplinary

- 7.1. City Synergy's grievance and disciplinary procedures are covering in the Complaints policy which will apply to members and volunteers alike.
- 7.2. Any activity, pattern of behaviour etc which is deemed by the committee to be seriously detrimental to the reputation of City synergy or the safety of its members may result in disciplinary measures. Please see the Complaints Policy for details.

8. General

- 8.1. This policy will be reviewed regularly, initially after six months and thereafter at a maximum of two yearly intervals.
- 8.2. The policy will be available to all members, existing and prospective volunteers.
- 8.3. The policy and any revisions will be presented to the next AGM or SGM for approval. Should the policy or changes to it be approved by the committee more than six months before the AGM, a draft copy will be sent to members/volunteers for their consideration.