



FIRST STOP CENTRE

VOLUNTEER STAFFING POLICY

1. Introduction

- 1.1 First Stop Centre relies on volunteers to assist the employed staff in the day-to-day running of the Centre. It is the Centre's policy to engage volunteers in a way that discriminates solely on the grounds of their suitability for and performance of the role they are required to undertake. It is also the Centre's policy to ensure that a supportive ethos is maintained among its volunteers, both in their dealings with fellow volunteers, the Centre's clients and employed staff and in the clients' and staff's dealings with them.
- 1.2 First Stop Centre provides social services to its clients, some of whom may be elderly, physically or mentally disabled, alcohol or drug misusers or vulnerable in other ways. Under the terms of the Rehabilitation of Offenders Act 1974, the Rehabilitation of Offenders Act 194 (Exceptions) Order 1975 and the Rehabilitation of Offenders Act 1974 (Exceptions) (Amendment) Order 1986, the Centre is entitled to consider the convictions of those applying to be volunteers which, for other purposes, are 'spent' under the provisions of the Act.

2. Procedure

- 2.1 Volunteer staff are recruited at the discretion of the Centre Manager, who shall notify the Management Committee of the recruitment.
- 2.2 Potential volunteer staff are required to complete an application form. Following assessment of the application form, potential volunteers will be interviewed by the Centre Manager and Deputy Centre Manager, although in certain circumstances the interview may be conducted by the Centre Manager alone. The recruitment of a volunteer shall be reported to the Management Committee as soon as possible.



2.3 Volunteers will undergo a period of induction familiarisation with the Centre, including explanation of the Centre's working practices and procedures and its formal policies. They will also have explained to them the nature of the work they are being asked to undertake. The Centre Manager may ask volunteers to take on other work but this will only be done with the agreement of the volunteers.

3. Conditions of Service

3.1 Volunteers will be engaged for no more than 20 hours per week. They will not be expected to work in the Centre without there being a member of staff present. They will not be expected to take responsibility for managing other volunteers or staff.

3.2 Volunteers will normally be engaged for a set number of hours on a fixed day or days of the week. Individual arrangements may be varied by agreement between a volunteer and the Centre Manager.

3.3 The health and safety of all staff, paid and voluntary, is a primary concern of First Stop Centre and volunteers will not be required to work in conditions that endanger their health and safety. The Centre's Health and Safety Policy is readily available to all staff.

4. Unsatisfactory Conduct

4.1 It is expected that most issues that might be deemed as unsatisfactory conduct will be resolved informally in discussion between the volunteer and the Centre Manager. Minor matters would normally be dealt with by way of a warning. However, if the unsatisfactory conduct or work performance of a volunteer is persistent or serious, termination of the volunteer's duties with the



Centre could be necessary. Examples of conduct or work performance that might justify such action are:

- Conduct incompatible with the aims of the Centre, such as violence towards clients or staff, theft, racial or sexual discrimination or harassment
- Failure to comply with the Centre's policies or procedures
- Being found guilty by a court of an offence which, if it had occurred prior to engagement, would have precluded engagement
- A substantiated serious complaint or grievance by a client or other member of staff.

5. Insurance

5.1 First Stop Centre has insurance to cover legal liability for its activities and those of its staff, whether employed or volunteer, when they are working on behalf of the Centre. Details of the insurance are available from the Centre Manager.