

Volunteer Policy Information

What is it?

Thank you for volunteering with the Pewsey Community Area Partnership (PCAP). We value your time, skills and expertise and hope that you will enjoy working with us.

This information pack provides people who are unpaid volunteers within PCAP with an overview of the key policies and procedures which will apply to them.

When does it apply?

As a volunteer you are not an employee of PCAP.

This pack outlines the key policies which you need to understand to keep yourself and others safe and to meet your responsibilities as a volunteer for PCAP.

Content of pack:

- Volunteers' policy
- Health and safety
- Smoke free working policy
- Alcohol and substance misuse
- Code of conduct
- Equal opportunities
- Dignity at work

Volunteers' policy

This policy sets out the principles for volunteering with PCAP and outlines both what you, as a volunteer, can expect from PCAP and what PCAP expects from you.

Responsibilities of the volunteer:

- To read and understand relevant PCAP policies which may apply during the volunteering experience and to treat any information obtained during the course of the volunteering activity as confidential.
- To represent PCAP professionally at all times.
- To confirm with the contact person should they feel they no longer wish to carry on with the volunteering experience, in case alternative arrangements need to be made.
- To adhere to the health and safety policy and to raise any concerns with the contact person in a timely fashion.
- To report any accidents or incidents, whether it is themselves or another person.
- To attend regular one-to-ones with the contact person.

Responsibilities of contact person

- To agree expectations with the volunteer in terms of the activity they will undertake.

- To arrange a customised induction plan and make sure of its implementation.
- To make sure PCAP's health and safety and equal opportunities policies are followed.
- Where adjustments may need to be made at work due to a health-related reason, to make sure these are put in place before the volunteer starts the volunteering opportunity.
- To make sure the volunteer professionally represents PCAP at all times.
- To make sure the volunteer knows what the accident and incident reporting procedure is.
- To agree to payment of any reasonable expenses and make sure these are paid.

Note - all volunteers are covered by PCAP's insurance policy, whilst engaged in volunteering activities

Health and safety policy

Key information:

Your responsibilities:

- You should not engage in any work activity if you believe there is a significant risk to health or safety, even if directed to do so.
- You should report any concern about health and safety to your designated contact person immediately.
- You must look after your own health and safety and the health and safety of other volunteers or others who could be affected by your actions.
- To follow any agreed working practices or safety procedures outlined to you by your supervisor.
- To report any accident, near miss, incidence of violence, aggression, verbal abuse or any hazard.
- To ensure any equipment provided for health, safety or welfare purposes is not misused or interfered with.
- To wear any identification or security pass issued to you at all times whilst representing PCAP.
- To follow Covid 19 protocols as directed or instructed following the government guidance for that time period or activity.

Manual handling:

- Manual handling means the transporting or supporting of a load by hand or by bodily force including lifting, carrying, pushing, pulling or putting down.
- A load includes a person or animal but does not include an implement, tool or machine while in use for its intended purpose e.g. vacuum cleaner.
- PCAP must ensure a written risk assessment is carried out for those tasks that can not be avoided or eliminated and which represent a significant risk of injury.
- The risk assessment will determine the need for mechanical assistance, training and any other necessary control measures where manual handling cannot be avoided.

You should not attempt to move, lift or handle any load if you consider that you may be putting yourself at a significant risk of injury. You should report the issue to your designated contact person.

Alcohol and substance misuse

Consumption of alcohol or substance misuse whilst engaged in PCAP work is detrimental to job performance and incompatible with good practice in terms of health and safety.

You should not engage in PCAP work whilst still under the effects of alcohol, drugs or other misused substances.

PCAP is under a duty to uphold the law where a drug is a controlled substance under legislation

Code of conduct

PCAP's code of conduct sets out minimum standards of behaviour, provides guidelines to help maintain and improve standards and aims to protect the reputation of PCAP.

As a volunteer:

- You represent PCAP and are trusted to act in a way which protects PCAP's interests and reputation.
- When engaged on PCAP business you must not wear or display items (badges, banners etc.) which indicate your support or opposition to any political party.
- If you work for another organisation you may not act as a messenger between that organisation and PCAP. Formal channels of communication must be maintained.
- You must take all reasonable steps to ensure that the loss, destruction, inaccuracy or improper disclosure of information does not occur as a result of your actions.
- Confidential information, belonging to PCAP, should not be disclosed to any person not authorised to receive it.
- You must not use any information obtained in the course of your volunteering to cause damage to PCAP or for personal gain or benefit. Nor should you pass information on to others who may use it in such a way.
- You must treat colleagues, clients and customers with respect and not discriminate unlawfully against any person.
- You should never accept significant gifts or hospitality from service users, actual or potential contractors or outside suppliers.
- Suitable personal protective equipment will be issued and must be worn where a risk assessment indicates it is appropriate.

Equal opportunities

PCAP is committed to policies, procedures and practices which do not discriminate unfairly or unlawfully against anyone and which promote equality of opportunity for all.

Volunteers who feel they have been subjected to unfair treatment, harassment, bullying or discrimination contrary to PCAP's equal opportunities policy should raise the matter with their designated contact person in the first instance.

Dignity at work

PCAP's dignity at work policy details that:

- PCAP is committed to creating an environment of positive working relationships;
- Every employee needs to comply with the policy and embrace a culture which provides supportive and positive working relationships and behaviour which underpins PCAP's vision and values.

As a volunteer you need to be aware of this policy and understand that:

- Language or behaviour which could contravene this policy can take many forms, occur on a variety of grounds and may be directed at an individual or a group of individuals.
- Language or behaviour which one person finds acceptable may not be acceptable to another. It includes unwanted conduct that violates a person's dignity or creates an intimidating, hostile, degrading, humiliating or offensive environment.
- Inappropriate behaviour may be direct or indirect. Direct behaviour is aimed at a particular individual whereas indirect could be an overheard comment or discussion.
- However, it is not only the acts or the words that need to be considered but how the person on the receiving end perceives the behaviour. If it is behaviour that is unjustified, unwarranted, unwanted, uninvited and unreciprocated then it needs to be addressed .
- Inappropriate behaviour can range from violence to less obvious forms such as ignoring someone. Whatever the form it will be unwanted behaviour which is unwelcome and unpleasant.

If you believe the conduct of another volunteer or employee is in breach of the policy you should take advice from your designated contact person.

Computer, email and internet policy

Emails

- Remember that you are representing PCAP - be courteous, polite and succinct.
- Check the size of file attachments. Where possible, try to use links instead of attachments or use WeTransfer for larger files
- Do not read other peoples emails without their permission.
- You must not send emails which are defamatory, harassing, discriminatory, or offensive, or are intended to annoy or intimidate others.
- You must not create or forward chain letters, spam, jokes or similar unsolicited emails. This includes hoax virus warning messages.
- Do not engage with defamatory or malicious posts on social media
- Maintain adequate security on all your digital items and platforms
- Make use of complex passwords to protect your accounts
- Make use of two factor authentication where possible

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