



ALL TOGETHER, MORE SUPPORT

Volunteer Policy

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1. INTRODUCTION

The aim of Vista Wellbeing CIC is to promote the wellbeing of people living with long term health conditions. We do this by providing a range of activity and social opportunities for people in the North Devon and Torridge area. Volunteers are an essential part of providing these opportunities.

Vista Wellbeing CIC is committed to involving a diverse range of people in our work through both formal volunteering and other forms of community activity. We do this because we believe that:

- Volunteers, in their diversity of age, experience, cultural background and their involvement within communities, bring to our work a value which adds to our understanding of, and response to, our clients' needs.
- Through the involvement of volunteers we contribute to the building and support of active and sustainable communities based on social justice and mutual respect.
- The development and support of vibrant social networks and individuals within them is vital to the wellbeing of our community.
- We work more effectively with and on behalf of older people by providing opportunities for people to use their skills, knowledge and experience through volunteering.
- Volunteers who reflect the diversity of their communities can bring a different perspective and this adds value to our work.
- People of all ages care about and want the opportunity to contribute to make later life a more fulfilling and enjoyable experience for everyone.
- Our clients value the involvement of volunteers.
- By involving volunteers we can offer opportunities for learning and self-development.
- Without the contribution of volunteers, we would only be able to achieve a smaller percentage of our work.

A volunteer is anyone who freely chooses to undertake supporting Vista Wellbeing CIC through the giving of their time, skills and experience without financial remuneration beyond any agreed out of pocket expenses. It is support undertaken by choice and is unpaid.

Volunteers:

- help with the delivery of our services
- are active in projects and community-led activities supported by us
- help raise funds to support our work.

We believe that our relationship with volunteers is one of mutual responsibility and commitment within which Vista Wellbeing CIC and volunteers have both rights and responsibilities. We aim to ensure that volunteers enjoy their involvement with us and gain from it in terms of their own personal objectives. Vista Wellbeing CIC will devote resources and training to support volunteers in their roles.

2. PURPOSE OF THIS POLICY

Our purpose in adopting this policy is to:

- highlight and acknowledge the value of the contribution made by volunteers
- reflect the purpose, value, standards and strategies of Vista Wellbeing CIC in its involvement of volunteers
- recognise the roles, rights and responsibilities our volunteers
- confirm Vista Wellbeing's commitment to involving volunteers in its work
- help to ensure the quality of both the volunteering opportunities on offer and the work carried out by volunteers

3. SCOPE OF THE VOLUNTEER POLICY

Unless specifically stated otherwise, the policy applies to all volunteers in all programmes and projects undertaken by or on behalf of Vista Wellbeing CIC and to all its sites of operation.

4. STATEMENT OF PRINCIPLES OF GOOD PRACTICE

When involving volunteers we will be guided by the following principles of good practice:

- Tasks will be clearly defined so that all concerned are sure of their respective roles and responsibilities.
- Volunteer roles will complement the work of any paid staff
- Vista Wellbeing CIC policies are regularly reviewed and consideration will be given as to how any changes will affect volunteers.

5. RECRUITMENT AND SELECTION

- Vista Wellbeing CIC strives to ensure that volunteer opportunities are promoted in a manner that ensures there is wide accessibility to the positions we offer.
- Prospective volunteers will be required to complete an application form. If required Vista Wellbeing CIC will provide help applicants to complete the form.
- Role descriptions will explain what is expected of volunteers in relation to time, commitment, necessary skills, experience and specific duties required. These role descriptions can be formal or informal (written and/or verbal). We will always provide written guidance on request.
- Potential volunteers will be asked to understand and agree the values and principles of Vista Wellbeing CIC which inform the way in which we work.

- We will ensure that procedures are in place to explain, support and monitor good practice requirements for volunteers selected to work with vulnerable people.
- We may request references and volunteers may be asked to undertake a Criminal Records check.

6. SUPPORT FOR VOLUNTEERS

- Vista Wellbeing CIC will invest resources in the management of volunteers.
- Volunteers will be given clear information about what expenses can be claimed and how to make a claim.
- Appropriate insurance cover for volunteers will be provided.
- All volunteers will be offered access to support and will be informed of who to contact in an emergency.
- All volunteers will be offered access to appropriate training to enable them to develop their capabilities and competence in relation to their volunteering role. This training might be formal or informal, programmes or ad hoc.

7. CONTRACTS AND SERVICE LEVEL AGREEMENTS

In entering into contracts or service level agreements which involve volunteers, we will ensure that:

- The role of volunteers is made clear and that satisfactory arrangements are in place for their management.
- The terms of the contract or service level agreement provide for the necessary resources to involve volunteers.
- Arrangements are made to set out the roles and commitments of volunteers.
- The impact of volunteering and its benefits are promoted and acknowledged.

8. LOCAL ORGANISATIONS

We will develop relationships with local organisations which support volunteering on the following principles:

- There is a need for a strategic approach to the development of volunteering locally.
- There is a need to support the work of local volunteering development agencies e.g. NDVS, in providing leadership in developing awareness of, and standards for, practice in volunteering.

9. RESPONSIBILITY FOR THE POLICY

Overall responsibility for the implementation, monitoring and review of policy lies with the Board of Directors and on a day-to-day basis with the Clinical Director and Governance Lead who will report to the Board as required.

This document will be reviewed annually by the Board of Directors
Next Review date: January 2027