



## **Volunteering Policy**

Reviewed by the Board June 2023

For Review June 2024

### **Scope**

This volunteer policy sets out the principles and practice by which we involve volunteers and is relevant to staff, volunteers and Trustees within the organisation. It aims to create a common understanding and to clarify roles and responsibilities to ensure the highest standards are maintained in relation to the management of volunteers.

The attached Role Description outlines the roles and responsibilities that Community Leaders undertake with the charity.

### **Summary**

We recognise volunteers as an integral part of the organisation. Their contribution supports our mission and strategic aims and complements the role of paid staff. We are committed to encouraging a diversity of people to volunteer with us, and we aim to encourage and support volunteer involvement to ensure that volunteering benefits Aloud, our participants and the volunteers themselves.

### **Our Commitment**

Appropriate steps will be taken to ensure that paid staff are clear about the role of volunteers, and to foster good working relationships between paid staff and volunteers. Volunteers will not be used to replace staff.

We recognise that there are costs associated with volunteer involvement and will seek to ensure adequate financial and staffing resources are available for the development and support of volunteering. We recognise that people have a right to participate in the life of their communities through volunteering and can contribute in many ways. We recognise our responsibility to organise volunteering efficiently and sensitively so that the valuable gift of the volunteer's time is best used to the mutual advantage of all concerned.

### **Who is a volunteer?**

Volunteers are individuals who undertake activity on behalf of The Aloud Charity - unpaid and of their own free choice.

The Welsh Government Volunteering Policy (2015) defines volunteering as activity which

- is undertaken freely, by choice
- is undertaken to be of public / community benefit
- is not undertaken for financial gain

Volunteers may be involved with Aloud on a one-off, short-term project or longer-term, regular basis. They may be involved:

- in the direct delivery of our services
- on our board of management as Trustees
- in community engagement to raise awareness of our work
- in one-off events and promotional activities
- in our offices or community venues

Work experience placements and internships are not the same as volunteering.

Trustees are volunteers with responsibility for the governance of the organisation.

Volunteers are valued for:

- bringing additional skills, knowledge and new perspectives to the organisation
- enabling us to be more responsive and flexible in our approach
- championing our cause within the wider community
- enhancing the quality of our work and participant experience
- promoting the wellbeing of users of services, staff, local communities and themselves

The volunteer role is based on trust and mutual understanding. There is no enforceable obligation, contractual or otherwise, for the volunteer to attend or to undertake particular tasks, or for The Aloud Charity to provide continuing opportunities for voluntary involvement, provision of training or benefits. However, there is a presumption of mutual support and reliability. Reciprocal expectations are acknowledged – both of what The Aloud Charity expects of volunteers and what volunteers expect of The Aloud Charity.

The Aloud Charity expects volunteers:

- to be reliable and honest
- to uphold our values and comply with organisational policies
- to make the most of opportunities given, such as training
- to contribute positively to the aims of the organisation and avoid bringing the organisation into disrepute
- to carry out tasks within agreed guidelines

Volunteers can expect:

- to have clear information about what is and is not expected of them
- to receive adequate support and training
- to be insured and to volunteer in a safe environment
- to be treated with respect and in a non-discriminatory manner
- to receive out of pocket expenses
- to have opportunities for personal development
- to be recognised and appreciated
- to be able to say 'no' to anything which they consider to be unrealistic or unreasonable
- to know what to do if something goes wrong

### **Recruitment and selection**

Equal opportunities principles will be adhered to in recruiting volunteers. Information will be made available to those enquiring about volunteering, including written role descriptions which set out the nature and purpose of the volunteering role, key tasks, skills required and benefits. Due to the nature of our work with young people, all volunteers with The Aloud Charity will be required to have satisfactory references and those in direct contact with young people will be required to have a satisfactory enhanced DBS check, which will be arranged by us. DBS disclosures are dealt with in the strictest confidence.

## **Dealing with problems**

The Aloud Charity aims to treat all volunteers fairly, objectively and consistently. We seek to ensure that volunteers' views are heard, noted and acted upon promptly. We will attempt to deal with any problems informally and at the earliest opportunity.

Volunteers who are not happy with the outcome of any issue may raise the matter formally with the Chief Executive Officer, who will respond in writing in no more than 14 working days.

Inappropriate behaviour will be dealt with through the charity's disciplinary procedure and may lead to the volunteer being asked to leave their role at The Aloud Charity.

## **Expenses**

Volunteers will be given information about what expenses can be claimed and how to make a claim.

*Organisational policies relevant to volunteers include: Health and Safety, Dignity at Work, Diversity and Inclusion, Safeguarding and Protection of Children, Young People and Vulnerable Adults, Expenses and Data Management. These are available to view by all volunteers on a protected SharePoint file*



## **Role Description, Community Leader**

The Aloud Charity works with young people across Wales, helping to transform lives through the power of song.

Our volunteer Community Leaders are a vital component of our work. These individuals ensure that the pastoral care for our young people is at the heart of all that we do.

Community Leaders who work with us must:

- Be approachable
- Have a listening ear
- Want to be part of a wider team that deliver life changing experiences for young people
- Like young people and be able to connect with them
- Be authoritative but not a disciplinarian
- Be passionate about our work and the impact that the arts can have on the lives of young people

## **Key Tasks and Responsibilities**

1. Support young people in weekly rehearsals in a locality
2. Support the young people from weekly rehearsals in regional and national rehearsals / events, ensuring that key information about that individual is passed onto those leading these sessions as appropriate
3. Provide support on buses for regional and national rehearsals and events
4. Be the point of contact for choir leaders in rehearsal to support them to make sure that each individual is ok
5. Spotting changes in behaviour in weekly rehearsals and pass on information of note to choir leaders to support an inclusive approach to each rehearsal
6. Being aware of key venue information e.g., where the first aid kit is kept, where the fire evacuation muster point is from the rehearsal information sheet
7. Be responsible for the safeguarding of young people and vulnerable adults in their care, passing on information as appropriate to their Regional Project Manager on safeguarding concerns
8. Make sure each young person is made to feel welcomed and included in our work
9. Support young people to be responsible citizens through, making sure the rehearsal room is left clean and tidy after each rehearsal, encouraging respect for choir leaders etc.
10. Support with transition out of choir life as appropriate and with support from the Regional Project Manager
11. Let the Development Team know about any quotes from young people or their parents that might help support our fundraising work
12. Let the Regional Project Manager know about good case study potential about individual development or progression
13. Let the Regional Project Manager know about any local groups or events that might support better community connections or recruitment opportunities
14. Let the Regional Project Manager know about any areas of concern or risk

15. Keep up to date with rehearsal and event information through the Portal
16. Following guidance / requests from the wider team sometimes without asking questions where there is a particularly sensitive approach being taken

### **Key Behaviours**

We expect all Community Leaders to:

1. Be the charity's eyes and ears on the ground
2. Be non-judgemental, accepting all the young people for who they are and supporting them to be themselves in the rehearsal room
3. Be inclusive and committed to supporting people to access our work
4. Use appropriate language that demonstrates a commitment and understanding of equalities and diversity, making sure that we're inclusive and not offending people through the words that are used
5. Be a role model
6. Be the consistent, trusted adult in the weekly rehearsal room and transfer this to regional or national rehearsals and events
7. Adhere to key policies and procedures particularly the Safeguarding of Children and Vulnerable Adults policy and Health and Safety policy
8. Treat information received in confidence, unless there is a safeguarding concern or medical emergency
9. Promote the work of The Aloud Charity, being an advocate and local ambassador for our work

### **We do not expect Community Leaders to:**

- Discipline young people during rehearsals
- Discipline young people while they are performing
- Openly bring the charity into disrepute or discuss things that they are not happy about in front of participants or supporters
- Be responsible for artistic output or quality
- Be solely responsible for medical information or emergency care
- Take registers in rehearsals

### **The Aloud Charity commits to supporting Community Leaders through providing:**

- DBS checks
- Enough information to support being able to carry out the role effectively
- Regional Project Manager support
- Opportunities for the wider team to come together and discuss areas of concern / best practice
- Out of pocket expenses as appropriate (where there is no transport provided or it is necessary to travel to join the available transport or to a local rehearsal)
- Training as appropriate to be able to carry out the role effectively

### **What The Aloud Charity expects from Community Leaders:**

- Attendance at two hourly weekly rehearsals during term time
- Attendance at regional and national rehearsals and events termly
- Being the responsible adult on buses for regional and national rehearsal