

## Revision & Approval

Rev.	Approval Date	Nature of Changes	Submitted By (Name & Role)	Board or Sub-Committee Approval (Name)
01	11/10/2019	Original issue.	C. Galvin	K. Lane
02	16/05/2022	Policy template updated and content revised.	N. Wdowicka (Volunteer Policy & Development Manager)	S. Moynihan (CEO)

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## 1. Purpose

The purpose of this policy is to provide ALONE staff and volunteers with clear guidance on the organisations approach to volunteering. This policy outlines the general principles of volunteer recruitment, training and supervision and volunteer support whilst making reference to any relevant ALONE procedures.

### Our Values - The ALONE Way

The ALONE Way is a set of core values that are central to each of us in ALONE. The ALONE Way underpins everything we do: how we listen to one another, engage with each older person, liaise with stakeholders, make decisions, deliver services and grow ALONE. The ALONE Way is our unique culture.

Our Board, Staff and Volunteers are all committed to ALONE Way and values which it represents: act compassionately, be honest in all ALONE’s dealings, work collaboratively and foster innovation.

# Volunteer Policy

## 2. Scope

This policy document outlines overall responsibility and commitments in relation to ALONE's volunteer programme.

Volunteers are asked to adhere to the volunteers' Code of Conduct as detailed within the Volunteer Handbook.

## 3. Roles and Responsibilities

- The **Board of Trustees/CEO** are responsible for ensuring that the Volunteer policy is reviewed annually;
- **Leadership Team** are responsible for approving any updates to the policy document;
- **Volunteer Policy and Development Manager** is responsible for ensuring the Volunteering policy is up to date and reflects any changes taking place in the volunteering programme;
- **Service Managers** are responsible for ensuring the policy is executed and informing Volunteer Policy and Development Manager of any changes needed to the policy;
- **Volunteer Support Officers** for ensuring the policy is executed;
- All **staff and volunteers** are responsible for familiarising themselves with the policy and how it applies to the organisation and are bound by the policy.

## 4. Associated Documents

Reference	Document Type	Document Title
n/a	Standard	Investing in Volunteers
n/a	Standard	Quality in Befriending
SI-VLT-05	Handbook	Volunteer Handbook
SI-VLT-06	Handbook	Telephone Support Volunteer Handbook
SI-VLT-07	Handbook	National Helpline Volunteer Handbook
TM-VLT-01	Template	Volunteer Agreement Template
PR-VLT-01	Procedure	Volunteer Lifecycle
PL-OPS-01	Policy	Data Protection Policy
PR-QLT-02	Procedure	Complaints Management Procedure

## 5. Policy

### 5.1 Recruitment and Selection

ALONE is committed to ensuring that the procedures and practices used in the recruitment and selection of volunteers is fair, consistent and effective.

ALONE advertises opportunities for volunteers as widely as possible to promote equality and ensure diversity in the program. We understand the importance of establishing clear role descriptions for volunteering opportunities and conducting the recruitment and selection process in a fair and transparent manner.

## **Volunteer Policy**

### **5.2 Volunteer Onboarding**

All successful volunteer applicants are required to undertake an induction to the role and any other relevant training provided by ALONE or an outside source, at induction or anytime thereafter. This may include technology training in systems, software, apps, devices, etc. This is to ensure volunteers are able to perform their role in accordance to ALONE standards.

Each volunteer is provided with a volunteer agreement before starting their role with ALONE. The agreement outlines commitments that the volunteer and ALONE agree to. The volunteer agreement is a document binding in honor only and it is not a form of legal contract between ALONE and the volunteer.

### **5.3 Volunteer Roles & Responsibilities**

ALONE volunteer's play a significant role in the support of Older People we work with. The Older People and ALONE depend on volunteers to attend their role. It is expected that volunteers will attend their roles as agreed and will inform the organization in advance of or as soon as possible about any absences. This is to ensure no Older Person misses out on the support provided by our organization. With the support of ALONE staff and training provided, volunteers are expected to utilize all technical supports available and endorsed by ALONE in the performance of their volunteer role.

### **5.4 Volunteer Supports**

ALONE takes all practical steps to safeguard the health, safety and welfare of older people, volunteers and staff. All roles undergo a risk assessment and adequate measures are put in place to ensure health and safety risks are taken into consideration.

ALONE understands the great value volunteers bring to our organization and the need to provide them with support. Each volunteer has a designated contact person in ALONE who they can speak to, volunteer communications are issued on a regular basis, and additionally check-in calls to volunteers take place several times a year.

Volunteers are the driving force of ALONE. Recognition is our way to show our volunteers how we value and respect them. It is vital for us to ensure volunteers are made aware of the difference being made by them.

ALONE is committed to continuous improvement and one of the ways we achieve this is through obtaining feedback from our volunteers. We welcome feedback at any time and aim to address any concerns as soon as they arise. We also conduct an annual volunteer feedback survey to assist with our evaluation of the ALONE's volunteer program.

### **5.5 Confidentiality and Resolving Issues**

Volunteers must not disclose confidential information to which they have access to, to any people outside of the organisation.

All data provided by a prospective volunteer or a volunteer to ALONE will be retained and stored securely and in accordance with ALONE's Data Protection Policy.



## ***Volunteer Policy***

Volunteers who do not follow ALONE's standards, rules and regulations or their performance falls below ALONE requirements and do not improve in an agreed time may be faced with disciplinary actions.

ALONE is committed to effectively and efficiently address any concerns or issues brought to our attention by volunteers. If a volunteer wishes to complain about any aspect of their role or unfair treatment by ALONE staff, they can do so by raising the issue directly with their supervisor to resolve the issue in an informal way or they will be directed to ALONE's Complaints Procedure.