



## VOLUNTEER DEVELOPMENT POLICY

### 1. General

Volunteers are important to the Scottish Auto Cycle Union (SACU) and their contribution is valued. Some services are totally dependent on volunteers. Many of the SACU's services are improved and enhanced by the efforts of volunteers – people who give freely of their time, regularly and without expectation of remuneration or of paid employment.

Whilst committee members and Trustees might meet this generic definition, they are outside the ambit of this Volunteer Policy.

The objectives of the SACU's [Strategic Plan](#) are enhanced by the efforts and commitments of volunteers.

### Why have a Volunteer Policy?

Volunteering can be more effective within the framework of a Volunteer Policy so that:

- Relationships between the SACU and volunteers, volunteers and staff, volunteers and clients may be regularised
- Expectations are clearly stated
- Disappointments and pitfalls are avoided and consistent guidance is provided
- External agencies, providers or suppliers may demand a volunteer policy before they will enter into agreements with the SACU

### 2. Principles

- The SACU will endeavour to assist affiliated clubs in the recruitment of volunteers to enhance their ability to deliver quality services and events cost effectively
- Volunteers enrich, enhance and enlarge the SACU and are an integral part of the governance of the SACU and its services
- The efforts of volunteers should be complementary to those of paid staff and the SACU does not aim to introduce volunteers to replace paid staff
- The relationship between volunteers and staff will be characterised by mutual respect and support and will be mutually beneficial
- The SACU Board of Directors accept legal responsibilities for the safety and wellbeing of its volunteers as with staff and the SACU will delegate an individual to take responsibility for Health & Safety "supervision" and the resolution of queries
- Volunteers will be integrated into the ethos, line management and organisational structure of the SACU
- The SACU commits itself to management time, the payment of agreed expenses and the support and supervision of volunteers

- The SACU will expect appropriate standards of behaviour and performance from its volunteers – and adherence to its policies, practices, culture and ethos.
- Volunteers working in areas requiring a professional, technical or vocational qualification must possess and produce the appropriate qualification or accreditation.
- The SACU will apply the principles of its Equality and Diversity Policy to all matters relevant to volunteers. There is a corresponding expectation on volunteers that they will observe the SACU Equality and Diversity Policy.

### **3. The Volunteering/Working Relationship**

Opportunities to volunteer within the SACU and its affiliated clubs shall be open to all and will only be limited by service needs or other relevant and appropriate parameters.

The SACU will encourage volunteers who are representative of the communities where we deliver services and also from those people who use our services.

#### **a. Age Limits**

Volunteers must be responsible and competent for the tasks and will usually be aged 16+. Legal requirements for the employment of young people must be observed. There is no arbitrary upper limit, but volunteers must continue to be competent for the tasks they are assigned.

#### **b. Interviews**

When recruiting volunteers, the recruiter should be sensitive to the two-way nature of interviewing volunteers.

Each volunteer should have an adequate opportunity to exchange information on their skills, abilities, aspirations, experience and needs with those of the organisation.

### **4. Commitment and Responsibilities of Volunteers**

- Volunteers must be clear and realistic about their expectations of what they will be able to achieve
- They must also be clear and realistic about what the SACU can offer and achieve within service needs and other parameters
- Volunteers must have a clear idea of the tasks they are being asked to perform and of the responsibility that goes with those tasks
- These issues will be described in the Volunteer Agreement and list of tasks

#### **4.1 Professional, Technical, Vocational Qualifications**

Volunteers working in areas requiring a current, valid, professional, technical or vocational qualification must hold and be prepared to produce evidence of the qualification on request.

When necessary, volunteers must be prepared to continue training or accreditation.

Any agreed expenses incurred will be reimbursed or met by the SACU.

#### **4.2 References**

Normally all volunteers must provide satisfactory evidence/references neither of which are to be from immediate family or people living in the same household.

### **4.3 Police Checks**

The affiliated clubs may carry out Police Checks on both volunteers and staff who engage with the organisation. Retrospective police checks are not required.

### **4.4 PVG Checks**

Affiliated clubs can apply for PVG checks through the SACU. Clubs must PVG check all volunteers working within Regulatory Roles dealing directly with children and/or vulnerable adults.

## **5. Health & Safety**

In relation to Health & Safety, the SACU will operate to and meet the same legal obligations and criteria for staff as to volunteers. Insurance cover is provided for volunteers to carry out their agreed tasks.

## **6. Induction**

All volunteers will be inducted into the SACU organisational structure, safe ways of working, and any special, unique or statutory requirements. This shall be the initial responsibility of the affiliated clubs.

## **7. Initial Training**

Within the parameters of cost, budget, management time and the tasks identified in the Volunteer Agreement, the SACU and its affiliated clubs will make appropriate training opportunities available for volunteers.

## **8. Training & Advancement**

The SACU will treat volunteers as far as it can as if they were staff for the purposes of training, advancement and promotion.

## **9. Internal Communications**

Volunteers will be encouraged to participate in club meetings, other communication forums and appropriate channels e.g. social media, newsletters etc.

## **10. Retention**

The SACU recognises the mutual value of retaining committed experienced volunteers. The SACU will follow good practice as outlined in this Policy to encourage the retention of volunteers.

## **11. Volunteers refusing tasks on moral, religious or other grounds**

The SACU acknowledges that some volunteers may occasionally refuse a task on moral, religious or other grounds. Whenever reasonable and practicable, the SACU will make alternative arrangements.

## **12. Confidentiality**

As a necessary part of their task or function, volunteers will be privy to information which is private or confidential to a service user, commercially confidential or confidential to the Organisation. Some data will also come under the Data Protection Act 2018.

All volunteers must accept a personal responsibility for keeping such information and data confidential. Failure to do so might well result in terminating the Volunteer Agreement.

## **13. Performance Management and Conduct**

The SACU is committed to managing the performance of volunteers and their conduct. Issues will be investigated thoroughly and impartially and according to the principles of natural justice and SACU Disciplinary procedures.

The SACU Complaints Procedure is available to volunteers and volunteers need to be aware that it is the correct vehicle for them to use. Equally, others having a formal complaint about a volunteer would be able to use it as the appropriate vehicle.

#### **14. Notice/Termination**

Volunteers may wish to withdraw their services and Organisation acknowledges that they may do so at short notice. However, the SACU hopes that volunteers will give sufficient notice of their intentions to preserve service provision.

There may be periods during a volunteer's time with the SACU and associated clubs when suitable tasks are not available. During these, the volunteer will still be associated with the SACU and any Volunteer Agreement will not be terminated.