

VOLUNTEER POLICY

Marvels and Meltdowns ADHD and Autism Family Centre offers facilities to support vulnerable families. This includes a facility where children of separated families can enjoy contact in a neutral meeting place with one or both parents, and sometimes other family members, in a safe and comfortable environment. In order to offer these services, volunteers are needed to:

☑ keep attendance records; ☑ serve refreshments; ☑ prepare and clear up the Centre on the day; ☑ ensure that the Centre is secure and safe; ☑ be on hand to assist the families using the Centre. ☑ support children in the centre where needed.

Recruitment

We will use appropriate means to advertise for volunteers locally that take into account the principles of our Equal Opportunities and Diversity Policies. The applicant will have to complete an application form, but help can be given with this if necessary. The applicant will be interviewed by the Centre Managers and Charity CEOs and if this is successful the two references asked for will be taken up.

An enhanced level DBS check with Disclosure and Barring service will be made for every volunteer working in the Centre.

Induction and training

There will be an induction prepared and delivered by the Centre or Office Manager,

This will include:

☑ The role of the volunteer. ☑ A list of all staff members and volunteers. ☑ A list of the Board of Trustees ☑ Copies of all the Centre's policies including this Volunteer policy and those on Safeguarding Children, Confidentiality, Health and Safety, Equal Opportunities and Diversity, Domestic Abuse and Conflict Management. ☑ Essential procedures i.e. timekeeping, rota etc. ☑ Details of ongoing training. ☑ Information about Marvels and Meltdowns ADHD and ASC Family support charity and its Values and Standards. ☑ Other information as appropriate.

There will be a trial period of 3 months to give the Centre and the volunteer time to discover if they are suited to each other. A review will be made midway through the trial period and also at the end.

Expenses

We value our volunteers and want to ensure that there are no barriers to volunteer involvement. All out of pocket expenses, if required, will be reimbursed, including expenses for travel. In order to claim expenses, an expenses form must be completed and given to Centre Administrator.

Volunteer support policy

The Centre Management team, Charity trustees and other members of volunteer staff will offer support to their peer volunteers. There will be a briefing session at the beginning and a de-briefing at the end of each session that volunteers have provided support for.

The centre management team will support all volunteers and will have regular meetings with the volunteers to discuss any problems or issues that may arise.

The centre and office management team will receive support and regular supervision sessions from the Chief Executive.

Insurance

The Centre has a valid insurance policy which you are advised to read.

Confidentiality

Our work with families requires an explicit confidentiality policy, which all Centre workers, which includes Board of Trustees, staff, students and volunteers, are obliged to observe.

Resolving problems

The relationship between the Centre and its volunteer workers is entirely voluntary however we do require a high level of commitment which is why we have implemented a volunteer contract, To enable our volunteers to only commit to what they feel is adequate for themselves. It is important that the Centre is able to maintain its agreed standards of service to the children, families and referrers who use it, and it is also important that volunteers should enjoy making their contribution to this service.

If your role as a volunteer does not meet with the Centre's standards, here is how it will be dealt with:

1. Initially with a meeting with the Centre Management or Office management team who will explain the concerns.
2. If this does not resolve the concern then a meeting with the Chief Executive will be convened.
3. If your work still does not meet with our standards then we shall have to stop using your services.

At all times you will be able to freely state your case and can have a friend to accompany you.

If you are dissatisfied with any aspect of your work you should:

1. Initially explain your dissatisfaction with your line supervisor.
2. If that does not resolve the concern then a meeting with the Chief Executive should be convened.
3. If that does not resolve the issue then a formal meeting with the Chair, Board of Trustees should follow.
4. If after this, your dissatisfaction remains unresolved, and we are unable to resolve your grievance, then it would be inappropriate for you to continue to be a volunteer.

At all times you will be able to state your case and can have a friend to accompany you.

This Volunteer policy is freely accessible to all. It will be reviewed on a yearly basis to adapt or improve it.

We feel very strongly that given the nature of the charity we are understanding and approachable, as part of the management board we know first hand the daily struggles that can arise. We can't stress enough that **COMMUNICATION IS KEY** and if we aren't aware of any issues that may be occurring we cannot fully understand and support our volunteers when they need it the most.