

VOLUNTEER POLICY



1. Introduction

Our band of volunteers are essential to the day-to-day management of the Fernhurst Hub (the Hub), performing a variety of tasks and ensuring its smooth and efficient operation. Volunteering is a great way to share your enthusiasm, skills and ideas, whilst having fun and working with like-minded people. As one of our highly valued volunteers you will make a positive contribution to our community in Fernhurst and beyond. You will meet a wide range of customers and visitors of all ages and from all walks of life, who may call in for refreshments, courses, retail goods or just a chat with friends.

This policy document is to ensure that you understand your role and responsibilities, what support is available to you and what you can expect from us.

2. Training

It does not matter how much you already know about the the Hub, or about volunteering with us, as our training will ensure that you feel supported and have all the information and guidance you need to be confident in your role. When you join us, there will be an induction prepared and delivered by or under the supervision of the Hub Manager and this will include:

- Some background information about the Hub and any future plans that may affect volunteers.
- The role of a volunteer in general at the Hub and any aspects specific to you as an individual volunteer.
- An introduction to some of the other volunteers.
- A brief outline of procedures and operating systems e.g. fire procedures, how to open and close the Hub.
- An explanation of the computers, printers, till, coffee machine and other facilities.
- Several behind the counter sessions, either with the Hub Manager or an experienced volunteer.

You will not be left to cover a counter duty at the Hub on your own until you feel fully confident to do so.

Whether on duty in the Hub or helping the Hub at outside events or even when off duty, we ask our volunteers to bear in mind that in the context of the Hub, volunteers become part of the 'face' of the Hub and we hope they will promote a good and positive image of the Hub.

Regular training and update meetings are held with volunteers in small groups throughout out the year. We welcome feedback from volunteers at these gatherings and are pleased to hear constructive ideas for improvements and changes at any time.

3. Appearance

Volunteers are expected to dress in smart casual attire unless the day's tasks require otherwise. Each volunteer will be given their own work apron for which they are responsible – this will help to identify them and assist in protecting their own personal clothing.

4. Our customers

We ask volunteers to treat our customers and visitors with courtesy at all times. They should be acknowledged in a friendly way when they arrive and made to feel welcome. Volunteers are encouraged to use their discretion in deciding whether to engage visitors in conversation or leave them and any companions to their own chosen activities.

5. Support and Contact

The Hub Manager will offer support to you. She or a specific delegated volunteer co-ordinator will be your key contact throughout your time volunteering with us. Your key contact will check in with you on a regular basis to discuss how you are getting on and deal with any issues you might wish to raise and you may get in touch with them whenever you wish.

6. Concerns

We hope volunteering at the Hub will be an enjoyable experience. However, if your role as a volunteer does not meet with your expectations or you have any concerns about anything you see or hear during your volunteer duty, please contact the Hub Manager or your key contact or, if more appropriate, any Trustee.

The Hub has a complete discretion as to the duties offered to a volunteer and may in discussion with the volunteer alter duties or remove allocated duties altogether, as the Hub sees fit in order to ensure the smooth running of the organisation.

7. Non-Attendance

Volunteers are expected to perform their role on a regular and punctual basis at times agreed with the Hub Manager. When expecting to be absent, volunteers should inform the Hub Manager as soon as possible, so that alternative cover can be found.

8. Insurance, Health and Safety

Whilst carrying out volunteering duties at the Hub all volunteers are covered by the Hub's employers' liability insurance as well as personal accident insurance policy.

9. Equality, Diversity and Inclusion

The Hub is committed to creating and fostering a culture which promotes respect for each other and values individual differences.

10. Recognition

The Hub Manager and the Board of Trustees fully recognise the valuable contribution that our volunteers make to the day-to-day activities at the Hub and this was recognised publicly by the receipt in 2020 of the Queen's Award for Voluntary service, regarded as the MBE of the charity sector. We could not run the Hub without you. To acknowledge this, we will always say thank you and show appreciation for a job well done. From time to time we hold social get togethers where volunteers can meet each other and the Trustees to enjoy a drink, an update and some refreshments.

Certain benefits are made available to volunteers on a discretionary basis to show the Hub's appreciation for all that our volunteer team does. These will be communicated to you and all volunteers will have an equal opportunity to participate. One example is the offer for one volunteer per course to attend a Hub course free of charge provided there is space and the tutor on that course does not make a charge to the Hub for that tuition.

Expenses for travel to undertake a rota duty at the Hub are available by arrangement with the Hub Manager, who will provide a form for an approved claim and sign it off for payment by the Treasurer.

Welcome aboard, we are pleased to welcome all new volunteers.

The Hub Management and Trustees

March 2022