

Volunteer Policy

1. Aim

Gympanzees values volunteers for the diverse skills and experiences they bring to the organisation. We have 3 different volunteer tiers and each of them will be recruited, supervised, and contracted at an appropriate level for their time given. This policy will ensure the best interests of the volunteers whilst keeping the customer's safety and wellbeing of paramount importance.

2. Permanent roles: These volunteers have a permanent role within the Gympanzees core staff team. They have an agreed expectation of hours, days they work, workload, and tasks.

3. Ad-hoc volunteers: These volunteers offer to support Gympanzees as and when they have time. They could carry out admin or help with an event depending on their skills and what support Gympanzees needs at the time.

4. Events and Pop Up volunteers: These volunteers support us when we have events or are running our Pop Ups. Companies who support Gympanzees as their Charity of the Year give their staff time off work to volunteer at these events.

5. Recruitment

Permanent volunteers are recruited as outlined in Gympanzees 'Safe Recruitment Policy'. When interviews take place, they are rated and recorded reflecting the criteria of the Volunteer Competency Grid. Permanent volunteers give us 2 forms of ID, 2 references, next of kin and medical forms. These documents are held in line with our Privacy policy (25 years).

Ad-hoc volunteers complete an initial conversation with a senior member of the team to explain what Gympanzees does and gather information on the level of volunteering they are looking for. We would then meet with the individual on video or face to face to discuss what experience they have and what we would be able to

offer. We take 2 forms of ID, next of kin and a medical form for this individual. These documents are held in line with our Privacy policy (6 years).

Events and Pop Up volunteers are not be expected to take part in an interview. They will have communication with the project lead and will take part in a video or face to face meeting prior to the event. This meeting will explain who and what Gympanzees are, what will be expected of them, and any other information required for their role at that particular event. We will require a next of kin and medical form for event volunteer. These documents are held in line with our Privacy policy (6 years).

6. References and Checks

In line with our Child/Young Person/Adult at risk Safeguarding Policy and our DBS policy any volunteers working more than 3 days in any 30 day period will need a Disclosure and Barring Service (DBS) check at the level indicated by its governing legislation. They will also be required to disclose if they have any convictions, cautions, court orders, reprimands and warnings whilst working with us, as this may affect their suitability to work in our organization.

Permanent volunteers must provide Gympanzees with:

- 2 references
- 2 forms of ID, one will be photo ID e.g. passport/driving licence and one a utility bill/bank statement less than 3 months old to confirm address.

These documents and their references will be taken up before the volunteer starts work.

Ad-hoc volunteers must provide Gympanzees with :

- 2 forms of ID, one will be photo ID e.g. passport/driving licence and one a utility bill/bank statement less than 3 months old to confirm address.

These documents will be taken up before the volunteer starts work.

Events and Pop up volunteers who work for us via their supporting companies are never unsupervised, attend with their colleagues and rarely volunteer for more than one day, so no further checks are made on those individuals. In the unusual event that one of these individuals volunteered for more than 3 days in any 30 day period Gympanzees would check them in line with our safe recruiting and Safeguarding policies

7. Medical Fitness

It is essential for the health and safety of staff, volunteers, and visitors that all volunteers declare any medical or health conditions that may impact on their ability to carry out their role and they remain responsible for informing the duty manager if their condition changes at any stage during their time volunteering.

8. Induction and Training

All volunteers and staff will be taken through an induction appropriate to the role they will be doing when they start. Records will be kept of this induction process and will be signed by the volunteer to confirm that they have taken part.

A permanent volunteer will be given a full staff induction and be expected to read and understand our policies and procedures.

Other volunteers will be offered an appropriate level of induction according to the time and task.

At Gympanzees Pop Ups, the volunteer will be given a particular area to work in depending on need and where possible their skills and interests.

At Gympanzees Lending Library their role is to deliver/collect specialised play equipment. In doing so they must ensure that the health and safety of the service users and their family is maintained. These standards are also required for cleaning the equipment. They may be asked to carry out any other reasonable duties in line with their responsibilities to assist in the smooth running of the Gympanzees Lending Library.

9. Insurance

We will provide a safe workplace and all relevant risk assessments will have taken place.

All volunteers will be covered by Gympanzees Liability and Public Liability Insurance from Case Charity Insurance – Policy number: 021105/11/23.

Gympanzees Lending Library volunteers are responsible for ensuring that their personal car insurance covers this role. Gympanzees will need to hold a copy of proof.

10. Confidentiality

Whilst volunteering, the volunteer may have access to confidential information concerning the organisation's affairs. On no account should any of this information be divulged in any format to any unauthorised person.

11. Equal Opportunities

Volunteers will be expected to have a commitment to our Equality, Diversity and Inclusion policy available on our website www.gympanzees.org. Permanent volunteers will be invited to attend ED&I training with Gympanzees.

12. Health and Safety

Volunteers will have been made aware of the issues within this policy at their induction. It can be found on our website www.gympanzees.org

13. Supporting all children

All children, young adults and adults at risk at Gympanzees Pop Ups will attend with a parent/carer who will retain overall responsibility for them.

The volunteers will support the children, young adults and adults at risk and their families with respect so that the sessions at Gympanzees Pop Ups will foster confidence, self- esteem and positive relationships for all attendees. All participants will be encouraged to be as active as possible at a level that is both fun and appropriate for them.

14. Safeguarding

All volunteers will be given a copy of our Safeguarding Policies and Procedures. In addition, the volunteers, like all other members of Gympanzees, have a responsibility to ensure the children/young adults/adults at risk welfare and should adhere to the following:

1. Avoid being alone with a child/young adult/adult at risk at all times. This prevents difficult situations arising.
2. Never take a child/young adult/adult at risk to the toilet. If it is requested find the parent/carer who can take them instead.

3. Never become involved with any child/young adult/adult at risk associated with Gympanzees outside the centre unless there is the full consent of the parent/carer.
4. Confidentiality must be respected at all times unless the child/young adult/adult at risk is in danger.
5. Take all concerns regarding the safety and wellbeing to a staff member who will liaise with the Designated Safeguarding Officer or her deputies.
6. Act as a positive role model at all times.

15. Rules of Conduct

The volunteer must:

1. Be punctual and notify staff as soon as possible if you will be unable to attend a session.
2. Not endanger the health or safety of any employee whilst at work.
3. At all times use as instructed any protective clothing or equipment which has been issued.
4. Immediately report accidents, no matter how slight.
5. Observe all rules concerning smoking and fire hazards.
6. Act wholeheartedly in the interests of Gympanzees at all times.
7. Acquaint themselves with all authorised notices displayed at their place of work.
8. Inform Gympanzees if they contract a contagious illness.
9. Not remove any material or equipment from their place of work without prior permission.
10. At all times follow the organisation's working and operation procedures especially in relation to safeguarding procedures and the health and safety of the service users.