

Glasgow Life Volunteering Policy

1. Context & Definitions

This policy is designed for Glasgow Life volunteers who carry out an agreed role within one of our services. It outlines the principles on which the relationship between volunteers and Glasgow Life is based and provides basic information about volunteering with us. It is also designed to provide information and guidance to assist Glasgow Life staff in the involvement and supervision of volunteers within their service area.

1.1 The following definitions apply to roles described in this policy:

- A Volunteer is anyone who, without payment, performs an activity at the direction of, and on behalf of, Glasgow Life
- A Mentor is the Glasgow Life member of staff who supports and supervises the Volunteer
- A Volunteer Manager is the Glasgow Life manager who authorised the volunteering opportunity
- A Volunteer Service Representative is the Glasgow Life member of staff with responsibility for co-ordination of volunteer involving activity in their service area.
- The Volunteering & Citizenship Manager has overall responsibility for the involvement of volunteers across all Glasgow Life service areas.

2. Role

The role of Volunteers is to supplement, **not replace** staff or the duties normally done by them, and Volunteers will only be asked to undertake tasks for which there is enough support / supervision.

3. Recruitment

Role descriptions will be produced for each volunteering activity; these are called **Volunteer opportunity details**. All Glasgow Life volunteering opportunities will be advertised on the Glasgow Life internet via our Volunteer Database (Team Kinetic) system, as well as on the Volunteer Glasgow database of opportunities. They will also be advertised via other promotional material and by staff in local centres. Glasgow Life wants to have volunteers from all backgrounds, and every effort will be made to help people who need extra support.

Each candidate will be asked to register and apply for opportunities via our online system and help in completing the process can be provided if needed. Those without IT access, IT skills and/or those who would like some additional help with any part of the application process, can be referred to our Digi-PALs Volunteers in Glasgow Libraries or to our partners at Volunteer Glasgow.

References will be sought for Volunteer positions.

Any volunteering opportunity lasting over 6 weeks shall initially have a trial period of 30 days. For any opportunity less than 6 weeks long, the trial period will be decided by Glasgow Life.

4. Induction

All Volunteers will receive a general induction covering housekeeping issues, health & safety, the nature and purpose of the organisation, and requirements of the Volunteer's role.

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5. Volunteer Agreement

All Volunteers will be asked to sign an agreement between themselves & Glasgow Life. This is not a contract of employment but a list of responsibilities for both the Volunteer and the Volunteer's Mentor or supervisor and sets out both our commitment to and our expectations of volunteers. An example of our Volunteer agreement is attached as **Appendix 1**.

A copy of the signed agreement should then be uploaded to the Volunteer's profile on our Volunteer Database by a member of GL staff.

6. Support & Supervision

6.1 Glasgow Life is committed to valuing Volunteer contributions and providing meaningful volunteering roles. After two years of service within the same Volunteer role a discussion should take place with the Volunteer regards the continued suitability of the role and to identify potential routes for progression and diversification of that Volunteer's role.

6.2 Each Volunteer will have a Glasgow Life Mentor who will help the Volunteer and meet with them as regularly as is appropriate and proportionate to the length and regularity of the Volunteer's involvement, to review the Volunteer's experience, and to identify goals for the next period. This person will be responsible for the day to day guidance of the Volunteer for consultation and assistance.

7. Problem Solving

7.1 All problems and complaints will be treated confidentially and will only be discussed with those directly involved in resolving them. We will deal with problems and complaints openly, fairly and quickly so as to protect Volunteers and ensure minimal disruption to our services and customers. Please see **Appendix 2**.

7.2 Reporting a serious concern – if you believe that any Glasgow Life member of staff or volunteer is behaving in a way that is likely to bring the organisation into disrepute or cause either financial or reputational loss, you should let your Volunteer Mentor know immediately. If, for any reason, you would rather not talk to your staff contact, please call the Volunteering & Citizenship Manager on 0141-287-8992.

8. Training & Development

Glasgow Life will discuss training and development needs appropriate to their role with each Volunteer and help them to identify potential routes or opportunities for progression.

9. Volunteer Responsibilities

9.1 The tasks that Volunteers will be responsible for will be discussed and agreed and in line with the volunteer role description. Any meetings with a Glasgow Life representative may include notes of what was discussed and any decisions undertaken.

9.2 Standards of dress – Volunteers are representatives of Glasgow Life. How they present and conduct themselves reflects on the organisation. Guidance will be provided by Glasgow Life staff on appropriate clothing for each role as part of the Volunteer agreement.

9.3 Acceptance of Gifts - Giving or receiving gifts could raise expectations of the level of support a Volunteer can provide in their role. As such, we ask that volunteers do not give or receive personal gifts to or from staff or anyone using our services. Any gifts that are received must be disclosed to the Volunteer's supervisor/mentor.

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9.4 Media Comment - Any contact with volunteers from the media should be directed through the Volunteer's Mentor to the Company's Media Team on 0141 287 5970.

9.5 Social Media – Our volunteers are expected to ensure that any information or opinions they share on social media platforms protect Glasgow Life's reputation. Any offensive or derogatory comments about Glasgow Life, its staff or customers and service users via personal social networking pages are unacceptable and may result in the termination of the Volunteer Agreement and further action being taken if necessary.

10. Identification

Identity badges will be provided for Volunteers where appropriate for their role. These must be returned to Glasgow Life upon the termination of the Volunteer agreement.

11. Health & Safety issues

All tasks undertaken should comply with relevant Health and Safety procedures.

- Incident / Accident reporting

Volunteers should always report any accident or incident to a member of staff to ensure that Glasgow Life procedures can be followed.

- Violence at work The Health and Safety Executive's definition of work related violence is:-

"Any incident in which a person is abused, threatened or assaulted in circumstances relating to their work" Any incident of verbal and or physical abuse encountered by Volunteers while undertaking their role must be reported to a member of staff.

- Personal safety

All Volunteers are expected to be careful in relation to their own personal safety. Training and information on Personal Safety will be part of the induction training.

12. Insurance

12.1 Once the Volunteer agreement is signed, Volunteers are covered by Glasgow Life's liability insurance policies including public and employers liability. This is on the basis that Volunteers are working under the appropriate Glasgow Life staff member's supervision and guidance and the tasks have been agreed as per 9.1. Glasgow Life's insurance does not cover personal belongings.

12.2 Drivers - Where Volunteers use their own cars as part of their voluntary duties, they MUST check with their own insurance provider as they may be required to update their policy. A written record from their insurer confirming the policy position must be passed to the Volunteer Manager before being authorised to drive as part of the role. The Volunteer Manager will also be required to carry out a check on the driver's licence as per Glasgow Life's Work Related Road Safety Policy.

12.3 Where a company vehicle is being provided to the Volunteer to drive, the Volunteer and their manager must follow the guidance under Glasgow Life's Work Related Road Safety Policy.

12.4 Where anyone is volunteering and is required as part of their duties to take a flight or overnight stay in the UK or abroad then they should notify the Governance and Risk Department to take account of the same.

12.5 For insurance for corporate Volunteers provided by a third party organisation, please see section 22 of this policy.

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13. Age

There is no upper age limit for Volunteers.

There is no minimum age recommended for volunteering. However, there are some minimum age criteria which should be noted:

- Any Volunteer **aged under 16 years** will be subject to parental consent
- Any Volunteer **aged under 18 years** should be supervised by an adult Glasgow Life member of staff in accordance with the Company's [Child Protection Policy](#).

All Volunteers, of whatever age, should be supervised by Glasgow Life staff but the level of supervision may need to be higher for those **under 18** recognising that they may need more guidance than other Volunteers.

The age deemed appropriate for a volunteering opportunity with Glasgow Life will depend on the responsibilities of each individual role.

14. Disclosure Scotland: Membership of the Protection of Vulnerable Groups (PVG) Scheme¹

Due to the nature of our work with young people and vulnerable adults, Glasgow Life may ask Volunteers to join the Disclosure Scotland PVG scheme. Glasgow Life will pay the Volunteer expenses associated with joining the PVG scheme. **In volunteering posts where membership of the PVG scheme is required, Volunteers must not start their role until PVG scheme membership is confirmed by Disclosure Scotland.**

15. Child Protection

Any concerns a Volunteer has about Child Protection issues should be raised immediately with a GL Staff member who will follow the company's agreed Child Protection procedures.

The work of Volunteers and staff within Glasgow Life is covered by the Company's Child Protection policy and a copy should be downloaded and printed for each new Volunteer. This will be talked about where relevant during the Volunteer Induction (See section 4) and a place on the company's Child Protection training course should be organised, where appropriate, as soon as possible.

For guidance on whether a Volunteer role requires Child Protection training, please contact Glasgow Life's Child Protection Officer on 07833 047337.

16. Expenses

Volunteers with Glasgow Life should not be out of pocket as a result of their volunteering. Glasgow Life will reimburse Volunteers for; travel costs to and from the volunteering location (volunteers should use the cheapest form of transport possible) and when volunteering for more than four hours at a time, an allowance for food and drink will be agreed with the Volunteer mentor or supervisor in advance.

Expenses should be claimed using the Volunteer Expenses Form with receipts to be provided in support of all claims and this process will be discussed at the Volunteer Induction.

See Section 12 regarding the use of cars. Expenses will be paid at a rate of 40 pence per mile.

¹ See: http://www.disclosurescotland.co.uk/pvg/pvg_index.html

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For corporate volunteering expenses - please see Section 22 of this policy.

NB: It should be noted that Glasgow Life will offer expenses to all Volunteers. It is then entirely the Volunteers' decision whether to claim the expenses offered to them or not.

17. Costs

The service department which hosts the Volunteer is responsible for any costs associated with having a Volunteer e.g. expenses or the costs associated with the PVG Scheme.

18. Equalities

18.1 Glasgow Life aims to treat people fairly, with respect and with dignity, no matter their age; disability; gender; gender reassignment; race; religion or belief; sexual orientation; or whether they are married or in a civil partnership, pregnant or on maternity leave. This includes others, such as those with caring responsibilities, those on low incomes or those who may be considered disadvantaged due to health status or place of residence. Discriminatory behaviour or harassment of any kind (as per Anti-Harassment Procedures) will be considered a disciplinary offence.

Glasgow Life will try to do as much as it can to support people who may need extra help to be able to volunteer, or who may have additional requirements. Some examples might include a sign language interpreter for a deaf Volunteer, prayer room space and breast feeding areas. Volunteers should let their Mentor or supervisor know what they need so that they can do their best to help.

18.2 Refugees and people seeking asylum (including refused applicants) are allowed to volunteer for charities and public sector organisations as long as the activity is 'genuinely voluntary', i.e. the activity is not replacing a paid worker. The Home Office recognises volunteering as a purposeful activity and that it provides opportunities for integration into the local community and culture.

Further guidance on volunteering and voluntary work for refugees and people seeking asylum is available from the UK government's [Home Office](#) website.

19. Absence

Should a Volunteer be unable to attend their volunteering opportunity on any day, they must let their Mentor or another member of Glasgow Life staff know as soon as possible so that they can arrange a replacement.

20. Ending a Volunteer Agreement

Volunteers can stop volunteering at any time and should let their mentor or supervisor know as soon as possible. Identification badges and other Glasgow Life equipment must be returned to a member of staff.

Where a Volunteer was required to be a member of the PVG scheme, Glasgow Life HR team must be informed that the Volunteer is no longer volunteering with Glasgow Life.

Please refer to **Appendix 1** for help with resolving any problems which may potentially result in the termination of a Volunteer agreement.

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21. Confidentiality

Any information Volunteers provide, such as in their application, will be kept securely and will be confidential in accordance with data protection legislation.

In line with data protection rules, Glasgow Life Volunteers should not have access to client or customers' details, unless in exceptional circumstances and where it is appropriate for their role. Where this is the case, Volunteers are expected to keep all such information confidential in line with data protection legislation.

Any breach in this confidentiality will be treated very seriously and in line with our Resolving Problems process – please see **Appendix 1**.

22. Corporate (Third Party) Volunteers

Corporate Volunteers are defined as volunteers who are employees of a third party partner organisation but who are volunteering with Glasgow Life on a pre-agreed basis on behalf of their employer.

For Corporate Volunteering partnerships, Glasgow Life will require confirmation of the following insurance cover from any third party organisation(s) providing Glasgow Life with corporate volunteers:

- I. Public Liability Insurance of £5 million
- II. Employer's Liability insurance of £10 million
- III. Professional Indemnity Insurance £5 Million

If this evidence is not available then please contact the Glasgow Life Governance & Risk Manager for further guidance before proceeding into any corporate volunteering agreement with a third party organisation.

All tasks undertaken should comply with relevant Health and Safety procedures and a suitable risk assessment must be carried out by the Glasgow Life host venue prior to the corporate volunteer activity and a copy made available to the third party organisation providing the volunteers.

Reimbursement of any expenses for corporate volunteering, as outlined in section 16 above, will be the responsibility of the third party organisation.

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Appendix 1: Volunteer Agreement

Introduction

This agreement is designed to assure you of Glasgow Life's appreciation of your contribution and indicates our commitment to do the best we can to make your voluntary experience a positive and rewarding one.

Glasgow Life's responsibilities for and to volunteers:

1. To ensure that all recruitment processes are fair.
2. To ensure an appropriate environment is set up before any volunteering opportunity starts, including all necessary equipment to carry out the work.
3. To identify any risks to health and safety through appropriate workplace assessments and to ensure that reasonable protective and preventative measures are put in place.
4. To provide effective support, training and supervision appropriate to the volunteering opportunity including a relevant induction.
5. To ensure that for each volunteer or volunteering opportunity there is a staff contact to whom they are accountable, and to whom they should go to for guidance, & support (mentor).
6. To ensure volunteers know who to go to with a problem and to know their rights if things go wrong.
7. To provide any necessary / appropriate insurance cover.
8. To endeavour to ensure that anyone undertaking a volunteering opportunity is free from discrimination on grounds of race, colour, ethnic origin, nationality, political beliefs, religion, physical or mental disability, class, age gender, sexual orientation, marital or parental status
9. To keep confidential personal information relating to volunteers unless obliged by law to disclose such information.
10. To ensure volunteers are not out of pocket by reimbursing reasonable expenses incurred as a result of the volunteering opportunity.

Responsibilities of volunteers within Glasgow Life:

1. To accept and work within Glasgow Life's Volunteer Policy. A copy of this document should have been given to you as part of the induction process.
2. To carry out all agreed duties to the best of your ability, as laid out in the volunteer opportunity details form.
3. To work only within the authority given to you and the tasks agreed. If you receive requests for additional tasks or information these should be passed on to your mentor.
4. To attend relevant support, training and supervision sessions appropriate to the activity.

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5. To talk to your mentor if there are any problems arising with the volunteering opportunity.
6. To help new people feel welcome and to work as part of a team with volunteers and staff.
7. To act in a professional way when representing the organisation in public.
8. To play your part in helping to promote the Company's Equality Policy and ensuring that it is adhered to in carrying out your role, so that Glasgow Life's range of services, employment and volunteering opportunities are inclusive and accessible to all sections of the community.
9. To keep confidential and not disclose to any other person, sensitive information relating to Glasgow Life's business, members of staff, volunteers or visitors.
10. To provide as much notice as possible if you are unable to fulfil your volunteering commitment or if you no longer wish to be involved.

Mentor Contact Details:

Mentor Name	
Phone Number(s)	
Email Address	

Agreed Work Pattern:

Day(s)	
Times	
Start Date	
End Date	

Signed

(Glasgow Life).....

Date

Please note that any placement over 6 weeks shall initially have a trial period of 30 days and will be reviewed on a quarterly basis.

For your own benefit and protection you should read the terms set out above carefully before signing them. If you do not understand any point please ask for further information.

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I have read and understand the terms set out in the Glasgow Life Volunteering Agreement and agree to abide by them during my agreed volunteering placement.

Signed

(Volunteer)

Date

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Appendix 2: Resolving Problems

The relationship between Glasgow Life and its volunteers is entirely voluntary and does not imply any contract. However, it is important that as an organisation we are able to maintain our agreed standards of service to our customers. It is also important that volunteers enjoy making their contribution to the services. All problems and complaints will be treated confidentially and will only be discussed with those directly involved in resolving them. We will deal with problems and complaints openly, fairly and quickly so as to protect Volunteers and ensure minimal disruption to our services and customers.

If your role as a Volunteer does not meet with the organisation's standards, this is how it will be dealt with:

1. Initially with a meeting with your Mentor who will explain the concerns.
2. If this does not resolve the concern then a meeting with the Mentor's Line Manager will be arranged.
3. If your work still does not meet with our standards then we shall have to end your involvement with the organisation.

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 volunteering experience you should:

1. Initially discuss your dissatisfaction with your Mentor.
2. If that does not resolve the concern then a meeting with the Mentor's Line Manager and the Volunteer Service Representative should be arranged.
3. If that does not resolve the issue then the volunteer will need to write a letter of complaint to the Glasgow Life Volunteering & Citizenship Manager who will respond within ten working days.
4. If after this, your dissatisfaction remains unresolved, and we are unable to resolve your concern, then it would be inappropriate for you to continue to be a volunteer.

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

Exceptions

If a Volunteer is believed to have behaved in a way that has or could seriously affect Glasgow Life's reputation, property, staff or Volunteers; the Mentor will ask them to stop their volunteering activity whilst the matter is referred to the local Volunteer Service Representative or Volunteering & Citizenship Manager.

Glasgow Life does not tolerate the following behaviour:

- Theft, fraud or deliberate falsification of records
- Serious negligence which causes unacceptable loss, damage or injury
- Deliberate damage to or unauthorised use of library property
- Unauthorised or fraudulent use of the Macmillan or Glasgow Life's name
- Causing damage to the organisation's reputation
- Threatening behaviour, fighting or physical assault
- Unfair discrimination or inequality on the grounds of age, disability, gender identity, race, religion or belief, sexual orientation, socioeconomic status or any other factor relating to where a person lives, their background, circumstances or experiences.
- Serious bullying, harassment or victimisation of another volunteer, service user or staff member
- Serious infringement of health & safety rules
- Serious incapability through alcohol or being under the influence of illegal drugs
- Serious breach of confidentiality

The Volunteer will be able to put their case and a decision will be made in ten working days.

If the complaint against the Volunteer is upheld, they will be excluded from volunteering with Glasgow Life.