



Volunteer Policy

Approved by the Board, January 25th 2009

This Volunteer Policy describes the arrangement between ICA:UK and volunteers. We wish to assure volunteers of our appreciation of their contribution to the organisation, and our intention is that this policy will help to make the volunteer experience enjoyable and rewarding

A. Who and What is ICA:UK?

ICA:UK is a Manchester-based charity, no 1090745. We work nationally and internationally to develop capacity for participation and partnership, through facilitation, training and consulting. Our approach enables people to actively create and participate in the changes that affect them - in their own lives, in their groups, teams and organisations, and in their communities and societies. We specialise in a methodology developed by ICA over its 50 year history working with people, communities and organisations in the UK and worldwide. This is known as the *Technology of Participation* (ToP). ToP is our speciality and informs all of our work. However, in our tailored facilitation work our experienced people use a wide range of methodologies and approaches.

Our **Mission** is to enable people to bring about change in pursuit of a just and sustainable world for all.

The **Values** we hold in carrying out our mission are: a culture of participation; shared responsibility; constant learning; wholeness; making a difference and a global perspective.

We put these values into practise through carrying out the following activities:

- **Facilitation services** - facilitation, training and consulting to develop capacity for participation and partnership, specialising in ICA's 'Technology of Participation' (ToP) methodology
- **Youth Participation Programme** - supporting young people, youth workers and youth organisations to enable influential youth participation
- **International Partnerships** - international partnerships offering financial and capacity-building support for the work of our partners overseas, particularly in Africa
- **Membership network** - network activities include a regular newsletter, an online community and periodic network events for members and associates
- **Governance and management**

For further details of ICA:UK, please see www.ica-uk.org.uk.

B. Volunteer roles and tasks at ICA:UK

ICA has had a long tradition of volunteers who have contributed to our work in the UK and abroad. The nature of volunteer roles depends upon the programme, specific circumstances and the volunteer themselves.

Examples of volunteer roles include:

1. Short term volunteers for a specific event or project
2. Placement volunteers to carry out a research or developmental role
3. Long term volunteers who may coordinate larger projects or programmes for the organisation
4. Trustees who govern the organisation

Volunteer tasks will vary depending upon the project but could include the following:

- Marketing and publicity
- Newsletter editing
- Training and facilitating groups
- Producing resources and research papers
- Administration
- IT, website and multi-media work
- Mentoring

C. What Volunteers can expect of ICA:UK:

1. Recruitment, Induction and training

- To provide a clear process for applying to be a volunteer. This is likely to involve the submission of an application or C.V. followed by an informal interview. ICA:UK requires volunteers as appropriate to undergo an enhanced Criminal Records Bureau (CRB) check, and may require references for certain volunteer positions. ICA:UK will meet all costs of obtaining CRB check.
- To provide a induction to the work of ICA:UK, its staff, your volunteering role (e.g. job description, hours, parameters) and the induction and/or training you need to meet the responsibilities of this role.

2. Supervision, support and flexibility

- To explain the standards we expect for our services and to encourage and support you to achieve and maintain them.
- To provide a named person who will meet with you regularly through one-to-one or peer supervision to discuss your volunteering and any successes and problems.
- To do our best to help you develop your volunteering role with us, and to continually develop professionally and personally.

3. Expenses

- To reimburse out-of-pocket expenses in line with our Expenses Policy: This may include travel, meals, equipment and childcare. Please note that these must be agreed in advance with the staff member who is supervising you. Please keep all your receipts to

give to us with an expenses claim form (which we will provide) in order for us to reimburse your expenses.

4. Health and safety

- To provide adequate training and feedback in support of our health and safety policy, a copy of which is available on request.

5. Insurance

- To provide adequate insurance cover for volunteers whilst carrying out their volunteering roles which have been approved and authorised by us

6. Equal opportunities and diversity

- To ensure that equality and diversity are respected and all volunteers are dealt with in accordance with our diversity and equality policy, a copy of which is available upon request.

7. Problems, complaints and disciplinary procedures

- To try to resolve fairly any problems, complaints and difficulties you or ICA:UK may have while you volunteer with us.
- In the event of an unresolved problem, to offer an opportunity to discuss the issues in accordance with our Disciplinary and Grievance Policy (please note that as a volunteer and not a staff member, some elements of this policy will not apply).

D. What ICA:UK can expect of volunteers:

- To help ICA:UK fulfil its mission, values, activities and charitable objects
- To share the values of the organisation and to work in line with these at all times
- To perform your volunteering role to the best of your ability
- To follow the organisation's procedures and standards, including health and safety and equal opportunities, in relation to its staff, volunteers and clients
- To maintain the confidential and sensitive information of the organisation and of its clients
- To meet the time commitments and standards which have been mutually agreed to and to give reasonable notice so other arrangements can be made when this is not possible
- To provide referees as agreed who may be contacted, and to agree to an enhanced Criminal Records Bureau check being carried out

This policy is binding in honour only, and is not intended to be a legally binding contract and may be cancelled at any time by either party. ICA does not intend any employment relationship to be created with volunteers.

This policy will be reviewed regularly in line with ICA:UK's Board of Trustees policy review Schedule

This Policy has been adapted from materials and resources from the following:

The National Centre for Volunteering - www.volunteering.org.uk