

FordHaven – Volunteer Policy

FordHaven enables children & families to re-establish, repair and maintain bonds by providing a safe space to spend quality time together whilst also providing a space for those who are home-educated, struggling within school or are unable to attend school at this time.

Volunteer opportunities may arise where FordHaven offers other services and activities alongside existing services.

To offer this service, volunteers are needed to:

- support with sessions
- keep attendance and session records
- prepare and clear up the hub before & after sessions
- ensure that the hub is secure and safe
- be on hand to assist the children & young people using the hub
- be prepared to be an impartial listener to children & young people and their families
- be aware of all the organisations policies
- be aware of Health and Safety requirements
- observe confidentiality of the services provided
- display impartiality in dealing with children & young people and their families

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 be required to complete an application form and help with this is available if necessary.

The applicant will be interviewed by a panel of Directors/Managers.

Appointment as a volunteer will be subject to two satisfactory, verified references and any further enquiries that may be required in the event of any relevant matters being disclosed by an enhanced level application to the Disclosure & Barring Service (as required for every volunteer working in the Hub).

All newly appointed volunteers will be invited to apply to become staff members of FordHaven should a position arise.

Induction and training

There will be an induction prepared and delivered by a Director/Manager and is overseen by the DSL.

This will include:

- The role of the volunteer.
- A list of all those involved with FordHaven and an explanation of their roles.

- In-house training incorporates an overview and explanation of our policies which are readily available on our website.
- Essential procedures
- Details of ongoing training.
- Other information as appropriate.

Following receipt of two verified references and the DBS disclosure a further meeting to discuss any issues or questions that may have arisen will be held and confirmation of appointment will follow.

Regular training sessions are held for all volunteers and staff.

Expenses

We value our volunteers and want to ensure that there are no barriers to volunteer involvement. Travel and other expenses will be paid as discussed in training.

Support

Our volunteers will be supported in each session by Team Members, and this will include the sharing of the days plan and a debrief after each session along with the completion of the session summary for Family/Sibling Sessions.

In addition, they will receive regular Supervision sessions, these will be one-to-one following 5 completed sessions. A monthly online group session with our external Social Worker will also be available.

Insurance

The Hub has a valid insurance policy which is available for you to read.

Confidentiality

The services FordHaven provides always require confidentiality. Everyone involved including volunteers operates within our Privacy & Confidentiality Policy and this will be covered in your induction training. Breach of confidentiality is a serious matter and will result in dismissal.

Resolving problems

The relationship between FordHaven and its volunteer workers is entirely voluntary and does not imply any contract. However, it is important that FordHaven maintains 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 FordHaven's standards, here is how it will be dealt with:

1. Initial meeting with a manager who will explain the concerns.
2. If this does not resolve the concern then a meeting with the Chair of the Board 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 an appropriate person accompany you.

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

1. Initially explain your dissatisfaction with the Team Leader.
2. If that does not resolve the concern then a meeting with a manager should be convened.
3. If that does not resolve the issue then a formal meeting with the Chair of the Board 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 an appropriate person accompany you.

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

Approved by: Roxana Ford - Director
Last reviewed: March 2024
Next review due by: March 2025