



Volunteer Policy for Swansea CIC

1. Purpose

The purpose of this Volunteer Policy is to outline the guidelines and expectations for volunteers at Swansea Wellbeing Centre Community Interest Company (CIC). This policy aims to ensure a positive and productive experience for both volunteers and the organisation.

2. Definition of Volunteers

Volunteers at Swansea Wellbeing Centre CIC are individuals who willingly offer their time, skills, and expertise without financial compensation to support the ethos and activities of the organization.

At the SWC CIC we believe:

In giving we receive. Everything we do is in service of creating a welcoming experience for all users of the centre.

3. Volunteer Roles and Responsibilities

3.1 Volunteer Roles: Volunteers may be assigned to various roles and tasks within the organisation, based on their skills and interests. These roles will be clearly defined and communicated to volunteers.

3.2 Expectations: Volunteers are expected to:

- Whilst on the premises, conduct themselves in line with the organisation's ethos, values, and policies.
- Follow safety guidelines and protocols.
- Maintain confidentiality, and respect the privacy of service users, practitioners and fellow volunteers.
- Be punctual, presentable and dependable in fulfilling their volunteer commitments.
- Communicate effectively with staff and other volunteers.
- Seek help or guidance when needed.
- Participate in orientation and training programmes as required.
- Supporting the growth of the centre: embracing new ideas and offering suggestions for improvements in the day-to-day running of the centre.

4. Recruitment and Selection

4.1 Recruitment: The recruitment of volunteers will be conducted through various channels, including online postings, community outreach, and referrals.

4.2 Selection: Volunteer placements are agreed based on qualification and experience, along with applicable and transferable skills and qualities, which ultimately meet the needs of the organisation. Swansea Wellbeing Centre CIC will not discriminate on the basis of race, colour, religion, gender, sexual orientation, age, disability, or any other protected status.

5. Orientation and Training

All volunteers will receive an induction to the role that includes information about the organisation's mission, policies, and expectations. Volunteers will be provided with mandatory training for the role, along with any additionally training necessary to perform their tasks effectively.

6. Supervision and Support

Volunteers will be led and supported by designated staff members (such as the Centre manager and / or Volunteer Coordinator). Opportunities for regular informal and formal reviews will be offered, to encourage mutual feedback around volunteers' experience. Clearly defined avenues for volunteers to raise concerns and/or access additional support are also provided . Out of pocket expenses refunded.

7. Code of Conduct

Volunteers are expected to adhere to a code of conduct that reflects the organisation's values. Inappropriate behaviour, including harassment, discrimination, or any violations of this code, will not be tolerated and may result in the termination of the volunteer's relationship with Swansea Wellbeing Centre CIC. There is a specific policy to follow should any complaints or concerns arise around a volunteer's conduct, which all volunteers will be made aware of for their information.

8. Insurance and Liability

The organisation will maintain appropriate insurance coverage to protect volunteers in the event of accidents or incidents related to their volunteer duties.

9. Recognition and Appreciation

Swansea Wellbeing Centre CIC is committed to recognizing and appreciating the contributions of its volunteers. The Centre arranges a social gathering / celebration of volunteer contribution twice a year. Other forms of appreciation may include certificates, letters of recommendation, and other forms of acknowledgment such as recognition on social networks (with volunteer consent).

10. Grievance and Conflict Resolution

There is a specific grievance procedure in place to address concerns or disputes between volunteers, staff, or volunteers and staff. Volunteers are encouraged to raise any issues they encounter promptly.

11. Ending of Placement

The organisation reserves the right to end any volunteer's placement if they are unable to meet the agreements made during the initial development planning for the placement, or their subsequent reviews. Processes to address any issues or concerns will be followed (such as during formal two-way feedback reviews for the role) prior to considering ending a volunteer's placement. However, should any volunteer engage in any unlawful behaviour, or engage in behaviour inconsistent with the organization's values (such as aggressive or discriminatory behaviour) the role will be ended immediately.

Volunteers can end their placement whenever they wish. As much notice as possible is appreciated. Once a volunteer ends their placement, the Centre would appreciate feedback on the person's experience. This could be through 1:1 feedback with one of the points of contact, and/or completing and ending of placement questionnaire.

The Centre would also like to offer the opportunity for each volunteer to experience some form of recognition of their commitment, achievements and efforts on behalf of the Centre whilst in their placements. This can be discussed individually with each volunteer, during the initial skills development plan meeting or through any subsequent 2-way feedback review. For example, this could be during 1:1 a meeting with their point of contact, or a social gathering with other volunteers. It is important to the Centre to recognise the value of the volunteer's input, in a manner comfortable to each individual volunteer.

12. Data Storage

Volunteer information will be stored electronically, and password protected. Only identified and relevant staff will have access. Volunteers can have copies of any information stored that is relevant to them and their placement.

13. Policy Review

This Volunteer Policy will be reviewed annually, with feedback from volunteers in the process, to ensure its effectiveness and relevance. Any necessary updates will be made as needed.

14. Approval

This Volunteer Policy has been approved by the Board of Directors of Swansea Wellbeing Centre CIC.

Date of Approval: 5/10/2023

By volunteering with Swansea Wellbeing Centre CIC, you acknowledge that you have read, understood, and agree to comply with this Volunteer Policy.

Volunteer Name: _____

Signature: _____

Date: _____

The Swansea Wellbeing Centre CIC

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