

Volunteer Policy

Mary Frances Trust (“MFT”) is an independent organisation set up in 1995 to support people with a history of mental health problems, and currently provides services across Mole Valley, Epsom & Ewell, Banstead, Elmbridge and Spelthorne to combat the consequences of the mental health problems experienced by individuals, the most common of which are social isolation and a lack of self-esteem. In addition, many people may need support and guidance to achieve their aspirations and goals which frequently involve education and employment.

- There are many ways in which volunteers can make an invaluable contribution.
- Volunteers may bring specific skills, experiences and interests to supplement those already offered by people using the services and staff members. These may be either in working “behind the scenes” or directly with individuals.
- Volunteers undertake important administrative and practical roles within the organisation.
- Volunteers may enable people to become more involved in a wider range of activities and experiences both within and outside MFT.

We strive to ensure that everyone who attends or works with us will find it a stimulating and rewarding experience.

Wherever our volunteers are based we aim to take particular care over the recruitment, induction and support of volunteers. The Volunteers’ Policy and agreement sets out how we would see this working in practice, what we will do to support our volunteers and what we need to ask of them.

Signed _____ Patrick Wolter, Chief Executive.

Agreed by CEO May 2018

Review Date MAY 2020

Recruitment

- MFT seeks to recruit from a diverse range of backgrounds that reflects the makeup of the local community
- All potential volunteers will be asked to complete an application form
- All potential volunteers will be invited to attend an interview with the Volunteers Co-ordinator when you can tell us more about yourself and what kind of volunteering role you are looking for and it enables us to decide what kind of role we can offer you. MFT will ensure that all tasks undertaken by volunteers are tailored to their interests, aptitudes and areas of competence
- All volunteers will be asked for references.
- Some roles require the volunteer to undertake a DBS check. The check will need to be carried out before a volunteer begins work. A DBS check is a criminal record check to see if you have committed an offence that would restrict you from working with vulnerable adults. However, if you have a criminal record this does not necessarily stop you from volunteering for the scheme.
- All volunteering roles are subject to a trial period which is detailed in the role description to allow both the volunteer and MFT to ensure the position is right for both parties.

Induction and Training

- Each volunteer will have a volunteer agreement and role description which makes clear what the volunteer is expected to do, and when and for how long they are expected to work.
- An induction programme will be provided to all volunteers to include basic information about confidentiality, health and safety equality and diversity, safeguarding and lone working.
- Training will be provided where appropriate.

Supervision and Support

The Volunteers co-coordinator will: -

- Provide feedback and support, review the way in which the tasks are being performed, organise training if appropriate and take responsibility for liaising between the volunteer and MFT
- keep volunteers informed about MFT and its work and consult them about any proposed changes in their work

Health and Safety

- Volunteers are given the same protection as paid staff under Health and Safety regulations

Insurance

- MFT will ensure that volunteers are protected by relevant insurance in the same way as paid staff

Expenses

- Volunteers will be offered payment of reasonable expenses in line with the expenses policy which applies to paid staff. There will be a maximum amount paid of £5 a session unless specifically agreed with the Volunteers' Co-ordinator

Problem solving

- MFT will try to solve any problems at the earliest possible stage

Confidentiality

- Volunteers are bound by the same requirements for confidentiality as paid staff. There is a section on confidentiality within the Volunteers' Handbook and by signing the Volunteers' Agreement the volunteer confirms they have read and understood this section.