



Volunteer Policy

KARIN HOUSING ASSOCIATION LIMITED

Volunteer Policy

1. Introduction

Karin Housing Association relies on volunteers to make an appropriate and significant contribution to the work of the Association in providing housing and support for refugees and migrants in need. This policy sets out the role and responsibilities of volunteers and what is expected of them. It also sets out volunteers' rights to expenses, insurance, support and supervision.

2. Who are volunteers or voluntary workers ?

Volunteers are unpaid individuals who put their time, experience, knowledge and skills at the disposal of Karin Housing Association with the primary aim of helping the organization achieve its objectives. Voluntary workers are likely to be:

- a) Individuals with free time who wish to give it to a charitable purpose or for further Karin's objectives.
- b) Unemployed individuals seeking to gain experience in housing or develop a track record which would assist them in gaining employment.
- c) Students or trainees who are placed with the Association for work experience.

3. When and how are volunteers recruited ?

- 3.1. Voluntary workers will be recruited when there is a specific activity for which a voluntary worker can take responsibility or is best suited for the skills and experience of the voluntary worker. There must be other core resources to provide support, supervision and training for them. It should be an opportunity for voluntary workers to use and develop their skills and talents. Volunteers will not be employed to do the work of paid employees or replace paid employees. They will not be used as an "extra pair of hands" to assist a paid employee.
- 3.2. Volunteers will be recruited in different ways which encourage the participation of community groups or through specialised agencies that deal with volunteering. Sometimes, volunteers will be placed with Karin for a while to gain experience which is transferred back to the placing organisation.

4. Commitment from Karin Housing Association to volunteers

- 4.1. Karin will give all volunteers an induction and a background of the Association (including its aims, objectives and structure), any further information required to do the job and detailed information about such procedures as claiming expenses, reporting accidents or dealing with any emergencies.
- 4.2. Karin will provide training, support and supervision to volunteers and assign a member of staff to supervise their activities.
- 4.3. Karin will refund all volunteers' out of pocket expenses such as travel to and from their place of work and to any visit or meetings that the volunteers attend on behalf of the Association.
- 4.4. There will be no commitment from Karin to find employment for volunteers and volunteering for Karin will not count or award preferential treatment to any volunteers seeking employment or housing from Karin.
- 4.5. Karin will encourage and assist volunteers to apply for jobs which are available within Karin.

5. Commitment from volunteers

- 5.1. Karin seeks reliability from voluntary workers. Each voluntary worker must state the time that he/she is prepared to give to Karin on a regular basis and be generally committed to it. There will be time when the voluntary worker is off sick or has other appointments but generally speaking Karin would expect reliability and would terminate any agreement where it is not satisfied that the voluntary worker is sufficiently committed or reliable.
- 5.2. Karin expects all voluntary workers to respect confidentiality and sign a confidentiality agreement. Any breach of confidentiality will result in immediate termination of the agreement.
- 5.3. Volunteers must not abuse Karin's facilities such as the telephone, photocopier, internet for private use although limited use may be tolerated by the Association's Director.
- 5.4. Voluntary workers will abide by the terms of Karin's Staff Code of Conduct and a copy of this document will be supplied to the voluntary worker at induction.

6. Grievance and disciplinary procedure

- 6.1. Where a voluntary worker has a grievance, he/she should raise it with the Department leader who will attempt to resolve it within 10 working days.

6.2. Where there are minor complaints about the voluntary worker's performance or conduct, such as time keeping, there will be an informal discussion with the voluntary worker to try to ensure that there is improvement.

6.3. Where there is no improvement in the voluntary worker's performance or where there is serious misconduct, the Director will arrange to meet with the voluntary worker formally and explain the reasons for the meeting. They will discuss plans with the voluntary worker for overcoming the problems. The plans will be noted and a copy given to the voluntary worker.

6.4. **Termination**

If the misconduct is so serious or the problems outlined persist then the agreement between Karin Housing Association and the voluntary worker will be terminated.

7. Notice and termination

Where Karin is no longer able to sustain a voluntary worker it will give one week's notice of its intention to terminate the agreement. Voluntary workers are not obliged to give any notice but are asked to give Karin one week's notice of their intention to leave.

8. Attachments

The following are attached to this policy:

- a) Volunteer Application Form
- b) Karin's Equal Opportunities Policy
- c) Karin's Staff Code of Conduct
- d) Confidentiality Agreement
- e) Volunteer Agreement

Person Responsible for the review of this policy:
Date of this review:
Date Board approved:
Date next review is due:

Ibrahim Mohamoud
21st October 2008
21st October 2008
21st October 2011

DECLARATION OF CONFIDENTIALITY

I am volunteering my time to work for Karin H.A. Limited. I understand that during the course of my work for Karin I may have access to information about individuals which is of a highly personal and confidential nature or about confidential business of the Association. I agree not to disclose any information of a personal or confidential nature to any person or organisation not connected with Karin H.A. I agree to share information with persons connected with Karin H.A. only after obtaining the consent of the individual concerned as well as of the Director.

I understand that in the event of a breach of confidentiality this agreement will be summarily terminated.

Name _____ **Date of Declaration** _____

Signature _____

Counter-signed on behalf of Karin H.A. _____