

Ahmed Iqbal Ullah Race Relations Resource Centre and Education Trust

Volunteer Policy

The Ahmed Iqbal Ullah Race Relations Resource Centre and Education Trust¹ is committed to making opportunities available for volunteers. We recognise that volunteers can provide a unique and invaluable contribution in terms of commitment, knowledge and experience to the Resource Centre. Volunteers are intended to extend the Resource Centre's services, without replacing paid staff. They will be treated as fairly and equally as paid staff and the Resource Centre will strive to ensure that volunteering is open to everybody.

Aims and Objectives of this Policy

- To maximise opportunities for volunteers within the Resource Centre
- To ensure opportunities for volunteering are open to everyone in compliance with our equal opportunities policy
- To ensure a positive experience for volunteers at the Resource Centre
- To capitalise on the benefits of volunteering for the Resource Centre
- To promote links with the local community, with local schools and with Manchester universities through volunteering.

Recruiting Volunteers

- The volunteers sub-group will be responsible for the recruitment of all volunteers.
- We can offer a range of volunteer projects, within the library, archive and outreach programme. However, volunteers should not be asked to perform tasks ordinarily done by paid staff. They may work alongside paid workers but their roles will be clearly defined and distinct.
- The volunteers sub-group maintain a list of projects suitable for volunteers.
- Opportunities for volunteering will be promoted in a number of ways:
 - Advertisements on the Resource Centre's websites and social media
 - Advertisements via local community groups and networks
 - Liaison with local schools
 - Liaison with University of Manchester volunteers programme

¹ This policy covers volunteers working for the Ahmed Iqbal Ullah Race Relations Resource Centre and the Education Trust, but hereafter reference will be made only to the Resource Centre for ease of reading.

- Such promotion will occur when new volunteers are sought for specific projects and individuals who have previously expressed an interest will also be advised of the opportunity.
- Projects will in general be time limited to maximise opportunities for other volunteers and to ensure projects are completed.
- A maximum of two volunteers will work at the Resource Centre at any one time to ensure that there are adequate supervisory arrangements.
- School placement students will also be limited to two a year to ensure adequate supervisory arrangements.
- Where deemed appropriate volunteers will be given an informal interview prior to appointment, conducted by two members of Resource Centre staff. Where we receive a significant amount of interest in a volunteer role an initial selection process will take place prior to interview.
- Selection at interview will be based primarily on experience, the contribution the volunteer can make to the Resource Centre and the perceived benefits that volunteering will bring to the individual.

Appointment of Volunteers

- Two references will be requested and a Criminal Record Check will be carried out if seen as appropriate.
- A volunteer agreement will be signed with the volunteer.
- All volunteers will be given a volunteer pack. This will include the Resource Centre's equal opportunities policy, information about the organisation including the organisation's mission and staff roles.
- All volunteers will receive induction training.
- Assessment will be made as to training requirements and necessary training, if beneficial to both the organisation and the volunteer, will be provided (within the limits of the training budget).
- Each volunteer will be allocated a supervisor and volunteers will receive support and feedback, with regular reviews of their work.
- Volunteers will be invited to attend staff meetings and, depending on numbers of volunteers at any one time, volunteer support meetings will take place.
- The Resource Centre's grievance procedure will apply to all volunteers and a copy of this will be provided in the volunteer pack.
- The project, which the volunteer is to undertake, will be clearly defined. This will include the nature of the task and the time commitment required, including specific days and times of work.
- Volunteers should not be paid for the work undertaken on the project and for any other duties/work carried out on behalf of the Resource Centre. This

changes the relationship between the volunteer and the organisation and in general is not seen as good practice by the National Council for Voluntary Organisations (NCVO). They will, however, be able to claim reimbursement for reasonable expenses as outlined in the procedure for expenses (Appendix 1).

Insurance and Health and Safety

- Volunteers will be covered by the University's health and safety policy and as part of their induction, these issues will be discussed.
- A risk assessment for each volunteer should be undertaken by the project supervisor to assess the risks associated with the project they will be working on.

Expectations of Volunteers

- They should be committed to the work of the Resource Centre and Education Trust.
- They should follow policies and procedures.
- They should provide references as necessary.
- They should comply with criminal record checks if appropriate.
- They should give a time commitment as agreed.
- They should respect the importance of confidentiality.
- They should notify their supervisor if they are unable to attend on the days and at the times agreed.

Volunteers Leaving the Resource Centre

- Volunteers who propose to leave the Resource Centre before completion of their project should provide adequate notice of their intention to leave.
- Exit interviews should be conducted with all volunteers to discuss their experience of working with the Resource Centre.

Reviewing the Policy

- A review of this policy will take place every three years. Existing volunteers will be encouraged to take part in the review and the views of previous volunteers in terms of their experience will be taken into account.

Appendix 1

Volunteer Expenses

The Resource Centre is committed to paying volunteer expenses. These include:

- Travel to and from the Resource Centre premises at Central Library, or other external locations in connection with their work with the Resource Centre, by bus, tram or standard class train
- Reasonable car parking expenses (parking arrangements should be discussed to identify best value)
- Meal expenses if the volunteer works over 6 hours continuously, to a maximum of £5.00
- Consideration may also be given to payment in respect of:
 - Reasonable costs associated with the provision of childcare/creche facilities during hours of work at/for the Resource Centre.
 - Training if seen as appropriate and subject to availability of training budget.
 - Car mileage for journeys to and from the Resource Centre and in connection with work undertaken for the Resource Centre within reasonable limits.
 - Extra car insurance costs associated with use of the car for voluntary work with the Resource Centre within reasonable limits.

Car Usage:

- Volunteers who intend to use their car during their work with the Resource Centre will need to inform their insurance company that they are using their car for voluntary work.
- Manchester University mileage rates for casual car users will apply (details available on StaffNet)

Expenses can only be claimed with a valid receipt.

Expenses will be paid monthly.

Please note: Repayment of genuine out-of-pocket expenses does not create a contractual or employment relationship and will not affect a volunteer's benefit. However in the case of mileage claims there could be a tax implication and these will need to be investigated.