



## VOLUNTEERING FOR HAPPY HERE

Happy Here recognises volunteers as a core part of our team, with a distinctive but complementary role alongside paid staff.

Happy Here believes that volunteering should be a mutually beneficial experience whereby we benefit from the skills, experience and enthusiasm of volunteers, and they too, gain personal benefits from the experience.

We are committed to managing volunteers in a way that ensures that the needs of both parties are met.

Anyone who is **employed by Happy Here** who wishes to volunteer for Happy Here needs to do so in a distinctly different capacity to the role which they are paid for.

Happy Here strives to create a diverse and inclusive organisation. We are committed to ensuring equality of access to high quality volunteer opportunities and equality of treatment for our volunteers in all our policies and practices.

Happy here identifies meaningful roles for volunteers which extend the work of the organisation. Volunteers are involved across the organisation in roles which complement, but never substitute, the work of paid staff.

They will not be used in times of industrial action to do the work of paid staff. They may continue with their regular tasks but will not be asked to undertake additional duties.

Volunteers with Happy Here are fully protected by the organisation's public liability and personal accident insurance.

However, drivers using their cars in connection with their voluntary work must inform their own insurance company to ensure adequate and continued cover.

Happy Here reimburses volunteers' out of pocket expenses for eg. travel when claims are submitted on a standard Expenses Claim Form and accompanied by proof of expenditure.

It is essential that the policy commits the organisation to providing volunteers with adequate resources to do the work for which they were recruited.

Happy Here endeavours to provide adequate and appropriate facilities, equipment and resources to enable volunteers to fulfil their roles.

Happy Here is committed to involving all sections of the community as volunteers and will promote opportunities widely throughout any town. We will endeavour to make recruitment and selection materials available in alternative formats upon request and use images and/or descriptions that reflect the diversity of the community. We regularly review the make-up of the volunteer team to identify and target any under-represented groups.



## **VOLUNTEERING FOR HAPPY HERE**

Happy Here implements a fair, effective and open system in the recruitment and selection of volunteers and treats all information collected in this process confidentially.

All volunteers are provided with an induction before commencing their role and this can continue as required during the settling in period. The induction provides background information on Happy Here, explains its structures and procedures, describes the volunteer role and the work team and outlines how they will be supported, including practical information on the Happy Bus, health and safety, confidentiality, claiming expenses and code of behaviour. Access to organisational policies will be outlined and an opportunity given to discuss issues with the Supervisor.

Volunteers will be given a settling in period, the length of which depends on the nature and hours of the volunteering. During this period volunteers are given additional support and a review meeting between the volunteer and his/her supervisor is held at the end of the period to ensure that all parties are satisfied with the arrangement. Access to regular support and supervision is key to maintaining effective and motivated volunteers.

Happy Here is committed to improving the effectiveness of volunteers. Volunteers are provided with relevant training (some of which will be compulsory) to help them carry out their role safely. They may be offered other training courses run by Happy Here that are relevant.

**This policy and accompanying procedures will be reviewed every two years to ensure that it reflects best practice for volunteering in Happy Here.**

Name:

Date:

Signature:

**VOLUNTEER NOW AT  
WWW.HAPPYHERE.ME**