



The Old Chapel Café Volunteer policy

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Reviewed

Reviewed

Appendices

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- Equal opportunities policy
- Safeguarding children and vulnerable adults' policies



The Old Chapel Café Volunteer policy

Introduction

This policy sets out the principles for voluntary involvement in the Old Chapel Café (where activities are run by WACE Chester community interest company). It is of relevance to all within the organisation, including volunteers, staff, anyone else in a position of responsibility. This policy is endorsed by the Trustee Board of WACE Chester CIC and will be reviewed every 3 years or as required to ensure that it remains appropriate to the needs of the Old Chapel Café and its volunteers.

Why we work with volunteers

Our vision is to see people of the world enabled to find a place and purpose, role and/or way forward that brings them fulfilment.

In order to bring this vision into reality we work to create spaces and make resources available that enable people to engage with their interests, ideas and skills, and help them find lifestyles involving those things.

We are a community interest company (CIC) situated in Saltney Ferry and our mission is to help make Saltney Ferry a better place to live. To enable this, we seek to support the local community and individuals within the community to achieve their hopes and dreams through participation in the Old Chapel Café and its activities. To be respected and encouraged to find a place where they can participate. We want people to feel valued and useful.

Volunteers and volunteering are central to our understanding of how people can engage with and grow through the spaces and resources we develop. We believe that the volunteer relationship is built on trust and mutual understanding. We envisage people possibly first encountering the Café as a customer at the café or an event. Then being drawn into an activity that interests them and onwards to taking a role or participating in learning in a voluntary capacity via these events or new events that can be shaped around their interests and hopes.

Our team has various skills and opportunities (including café management, art, music, social activities and community development) to facilitate this. In this way volunteering becomes an accessible route for people to try out ideas, learn new skills and gain confidence in a supportive environment. We recognize our responsibility to arrange our volunteering efficiently and sensitively so that the valuable gift of the volunteer's time is best used to the mutual advantage of all concerned.

Definition of Volunteering

Volunteers are people who, unpaid and of their own free will, contribute their time, energy, and skills to benefit the community. The role of volunteers complements but does not replace the role of paid staff. We believe volunteering is an important expression of citizenship as well as a key component of democracy.

The volunteer role is a gift relationship, binding only in honour, trust, and mutual understanding. No enforceable obligation, contractual or otherwise, can be imposed on volunteers to attend, give, or

be set a minimum amount of time to carry out the tasks involved in their voluntary activity. Likewise, the organisation cannot be compelled to provide either regular work or payment or other benefit for any activity undertaken by the volunteer.

Although volunteers offer time freely and willingly without binding obligation, there is a presumption of mutual support and reliability. Reciprocal expectations are acknowledged. There will be benefits for both the volunteer and the Old Chapel Café through volunteering relationships.

What we intend our volunteers to gain

The opportunity to;

- new friendships and personal encouragement
- be empowered to progress their own goals
- belong to a community
- have a positive experience
- see and know their own worth
- learn they are able to do more than they think
- grow at their own pace

We appreciate that people chose to volunteer with us. We will do our best to make sure that their volunteer experience with us is enjoyable and rewarding. We aim to be flexible and supportive.

What we intend to do for our volunteers

- Treat them kindly
- Give them new experiences
- Take a risk with them
- Invest in them
- Match them and their interests to a volunteering role
- Be a community with them and their friends
- Be thankful for them

People volunteering with us can expect

Clear roles, responsibilities and expectations

- Role specific training including;
 - Demonstration
 - Working alongside an experienced person
 - Chance to practice safely
 - Chance to grow in or change your role
- A Friendly leader to work with (who will agree with each volunteer what activities they will do)
- Discounted drink and food while they are volunteering
- Regular review to ensure all is well with their volunteering
- Introduction to how the Old Chapel Café works; our vision, mission and values and their place within them
- Respect and for their feedback to be listened to
- Kept informed of any changes
- To be reimburse any agreed out of pocket expenses
- Resolution of any concerns fairly and reasonably, applying our complaints procedure if it is needed

- What we expect from our volunteers

Policies we have in place to protect our volunteers

- Employers insurance cover for you whilst undertaking roles approved and authorised by us
- Health and safety policy
- Equal opportunities policy
- Safeguarding children and vulnerable adults' policies

Confidentiality

We will advise the volunteer on our confidentiality policy and procedures where relevant. This includes the following information relating to personal information that we ask our volunteers permission to collect and keep for the purpose of co-ordinating volunteering.

- Names
- Details of best contact method
- Availability
- Role preference
- Start date
- Supervisor
- Record of training (mandatory training/screening (e.g. DBS/food hygiene) and other e.g. till, cafeteria skills)
- Permission to keep information

How will this all happen?

The volunteer relationship is built on trust and mutual understanding and strengthened by open transparent systems and processes for engagement and support. Our process for engaging with volunteers is designed to facilitate strong productive relationships by assisting us to have conversations in a clear and consistent way with all people who give us their time.

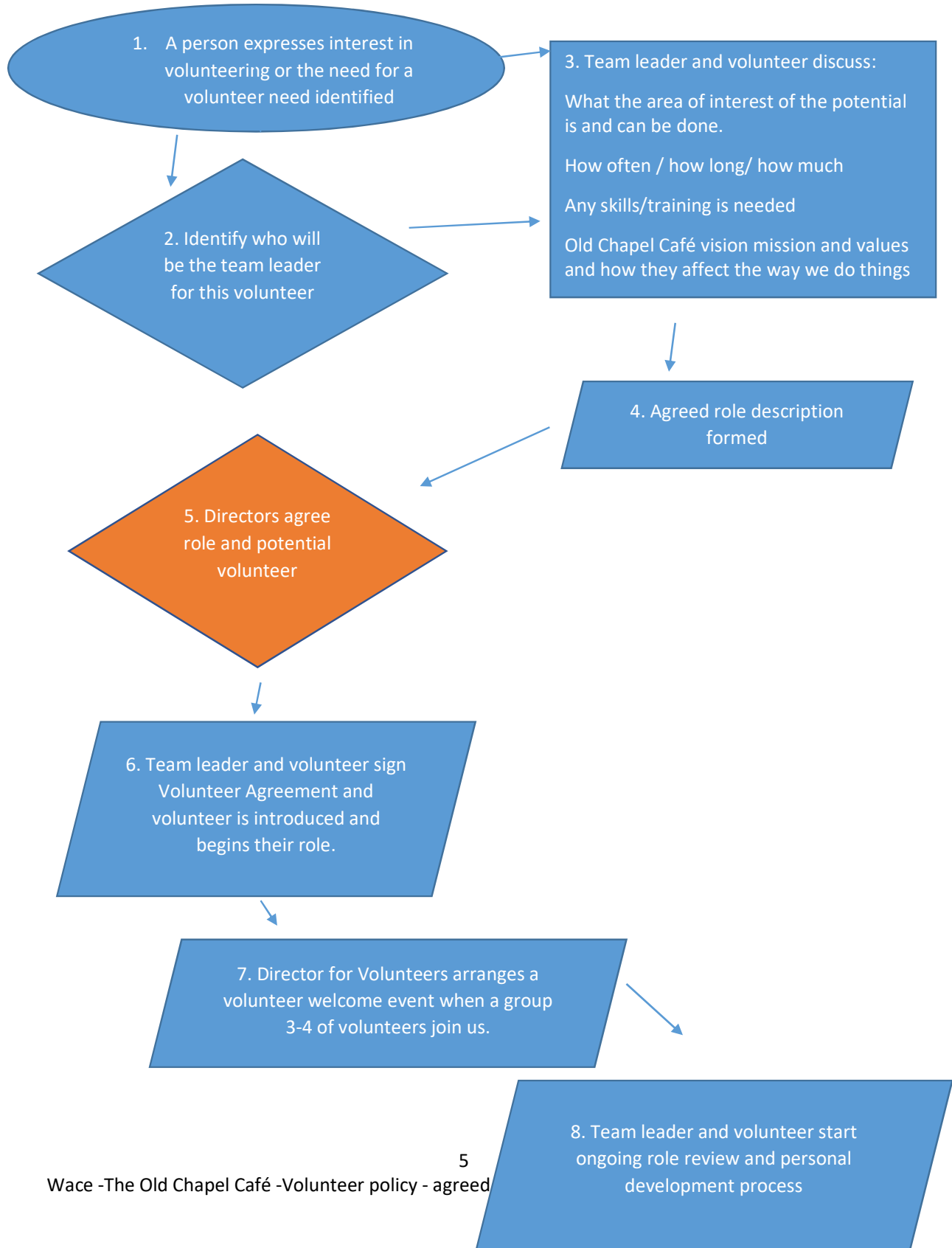
We aim to continue to provide pro-active ongoing support to our volunteers through;

- Our volunteer policy and the way we work with people who volunteer or respond to call outs for volunteers is set out and available for people to view.
- Regular role review on an agreed time cycle with their team leader.
- Volunteers views will be sought as part of our annual impact assessment and planning process.
- Volunteers will also have the opportunity to know all members of the Old Chapel Café team and be invited to volunteer's appreciation events each year
- One of our board members is designated to oversee matters relating to volunteers are handled as the policy states and updated regularly as good practice develops



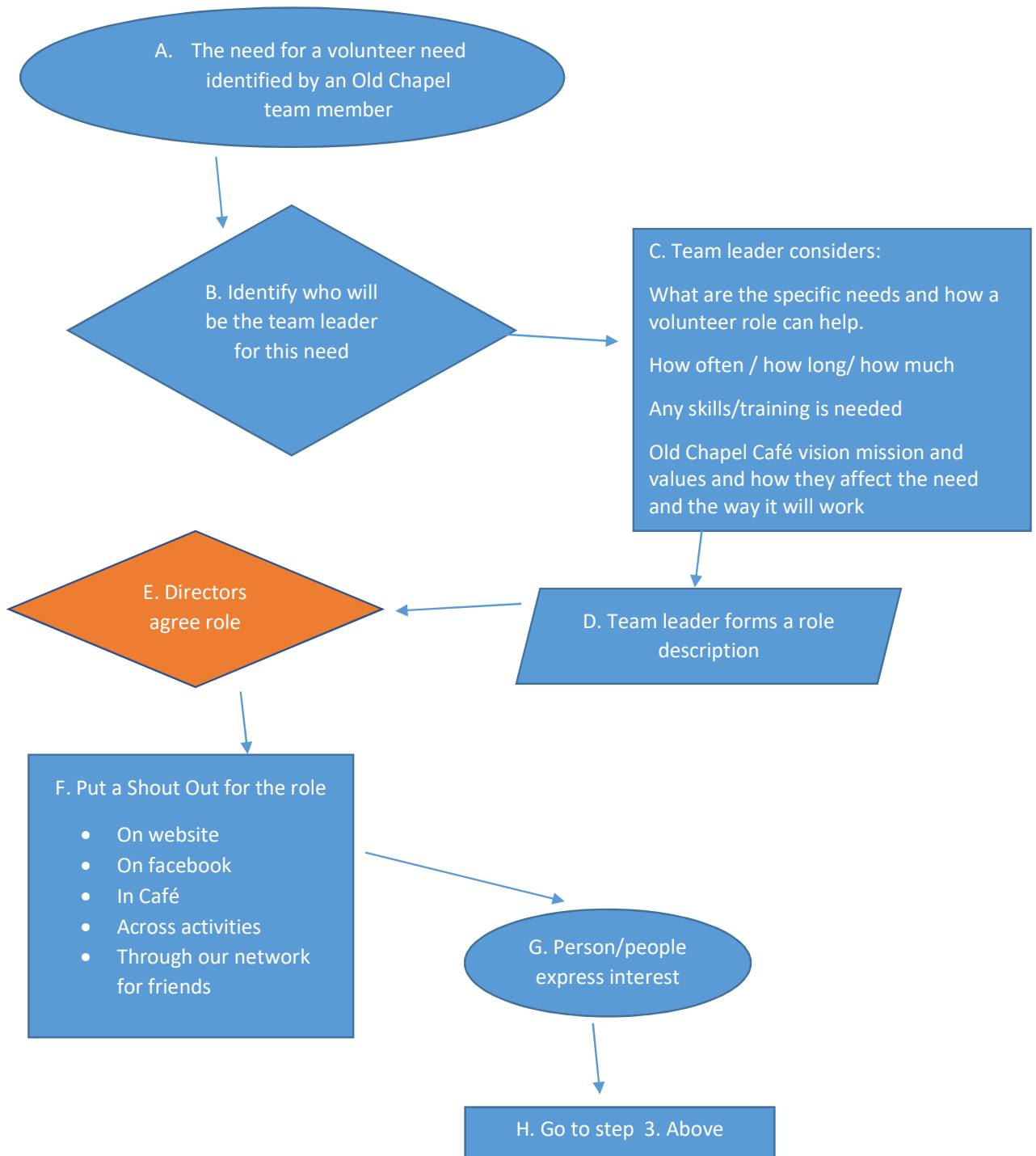
Appendix 1: Volunteer Recruitment flow charts

Volunteer Recruitment Process (1) when a person offers themselves as a volunteer





Volunteer Recruitment Process (2) when Old Chapel Café see the need for a volunteer





Appendix 2

The Old Chapel Café: WACE CIC

Volunteer role description: *Insert role title here*

Volunteer name:.....

Best contact method:.....

Availability:.....

Role preference/s:.....

Start date:.....

Agreed days and times:.....

Supervisor:.....

Role purpose:

Role activities:

...
...
...
...

Training required /given

Required	Received? y/n	Date

Review record

...
...
...
...

Date

Comments

Changes made

Appendix 3: Café Volunteer Agreement



Old Chapel Café : WACE CIC - Volunteer Agreement

We appreciate that you have chosen to volunteer with us. We will do our best to make sure that your volunteer experience with us is enjoyable and rewarding. We aim to be flexible and supportive. We believe that the volunteer relationship is built on trust and mutual understanding.

Volunteer name:

.....

Best contact method:

.....

Availability:

.....

Role preference/s:

.....

Suggested start date:

.....

Supervisor:

As a volunteer, we ask that you:

- Do the best that you can do when completing your volunteer activities
- Go to any briefings or training that we think will help you in your role
- Follow and operate within policies and procedures of Wace Chester CIC, as laid out in our Volunteer Policy
- Act responsibly and within the law
- Maintain the confidentiality of our activities, the people who attend any of our activities, our team and our procedures
- Value and respect the rights of anyone who attends on of our activities
- Let your supervisor know if you are having any problems or if you have any complaints, concerns or feedback

- Meet agreed time commitments and give reasonable notice when you're not available so that arrangements can be made

In return, we will:

- Introduce you to how our organisation works and your role within it (after agreeing what activities you are expected to do with your supervisor)

- Give you information about our work, policies and procedures

- Offer training and support for your role

- Reimburse any agreed (with your supervisor) out of pocket expenses

- Strive to resolve any concerns fairly and reasonably, applying our complaints procedure when it is needed - Respect and listen to your feedback, and keep you informed of any changes

- Ensure your health, safety and welfare - Apply our equal opportunities policy - Provide adequate insurance cover for volunteers whilst undertaking work approved and authorised by us

This agreement is in honour only and is not intended to be legally binding. There is no intention of an employment relationship. The agreement can be ended by either party at any time.

I agree that Old Chapel Café, Wace Chester CIC may keep my information for the purpose of my volunteering role.

Signatures:

Volunteer:

Date signed:.....

.....

On behalf of The Old Chapel Café and Wace Chester CIC:

Date signed:.....

.....

Appendix 4: Volunteer information spreadsheet

The Old Chapel Café and Wace CIC: Volunteer information spreadsheet										
Name	Permission to keep information (Y/N)	Best contact method	Availability	Role preference	Start date	Supervisor	Record of training (mandatory training/screening (e.g. DBS/food hygiene)) and other e.g till, cafeteria skills)	Training type / date received	Training type	Date received
e.g. Mary Smith	Y	phone 012345678	Tuesday pm Sunday ar	Café listener	01/01/2525	Agatha Cristal	Induction	12/01/2525	Active Listening	tbc

Glossary:

Old Chapel Café – the building and its environs situated on Saltney Ferry Road and the activities that happen in and around it.

WACE CIC – the community interest company that is responsible for running activities from the Old Chapel Café

Role Owner – the team member who identifies a need for a volunteer and will be working with that volunteer as their line manager and/or first point of contact.

Role Fit – When a volunteer with a heart for the area of need and personal values, ethos and hopes match Wace needs and Wace are able to support volunteer hopes and aspirations.

Second point of contact: this is a member of the Wace team who is not involved in the area of work of the volunteer. They act as a person who the volunteer may have a confidential conversation and be supported in any sensitive conversations with their line manager/first point of contact if necessary. This person is likely to be a director or employee of Wace.