

SOUND RESOURCE Volunteer Policy

1. Introduction

2. The charity, and our volunteers

Sound Resource aims to enable people who face challenges, to experience the joy of music and the warmth of companionship in creativity. The high-quality and participatory live 'Moving Music' concerts provide this for people with challenges such as memory difficulties, alongside their carers. We depend on volunteers to facilitate and support our work, and they make a vital contribution to the aims. The role of paid staff is crucial and highly valued; we recognise and appreciate the added value and support that volunteers bring to our organisation and those who use our services.

Within Sound Resource volunteers form the Board Directors and Trustees. In addition to these governance roles, volunteers carry out a range of support functions to our work, from administration to front-line dealing with our service users.

Sound Resource relies on a reciprocal and mutually beneficial relationship with our volunteers; on their involvement informing and developing our work, and enabling individuals to learn skills and achieve personal development through their volunteering.

The involvement of volunteers will be guided by the following principles of good practice:

- the tasks to be performed by volunteers will be clearly defined, so that everyone is sure of their respective roles and responsibilities;
- Sound Resource will comply with the Data Protection Act in the use of data held on all volunteers;
- volunteering opportunities will complement rather than replace the work of paid staff
- volunteers will be provided with regular opportunities to share ideas/concerns with a named contact;
- all existing and future policies will be checked as to how they affect volunteers

3. The Purpose of this Policy

By adopting this policy Sound Resource aims to:

- highlight and acknowledge the value of the contribution made by volunteers;
- reflect the purpose, values, standards and strategies of the organisation in its approach to involving volunteers;
- recognise the respective roles, rights and responsibilities of volunteers;
- confirm this organisation's commitment to involving volunteers in its work;
- establish clear principles for the involvement of volunteers; and
- ensure the ongoing quality of both the volunteering opportunities on offer and the work carried out by our volunteers;

This policy provides an overview of the activities carried out by volunteers currently and provides a basis for the expansion, if required, for the role of volunteers alongside paid staff. This document and the associated policy, procedures and guidance provide a framework for the involvement of volunteers.

3. Recruitment and Selection

Sound Resource will adhere to equalities and diversity principles when recruiting and selecting volunteers. Potential volunteers are asked to comply with any information requirements. Clear task descriptions will outline time, commitment, necessary skills and actual duties. Where there is a requirement for a Disclosure Check this will be highlighted as part of the recruitment process, as will any specific training required. All volunteers will be asked for references. Where individuals cannot be placed, we will endeavour to refer them to another agency who can support them to find a volunteering opportunity.

Support and Supervision

Once placed, we will expect volunteers to comply with existing policies and procedures. All volunteers are covered under Sound Resource's Public Liability Insurance.

All volunteers will have an appropriate induction to their volunteering which may involve an overview of the relevant policies and procedures. Volunteers will have regular support and supervision meetings with their Sound Resource contact to identify areas for development, or to discuss any issues. A record of these discussions will be held as part of the individual volunteer's records, and volunteers can have access to their records at any time.

Volunteers will be able to claim reasonable expenses for their volunteering. They should discuss any planned expenditure prior to incurring such expenses to ensure that it will be covered by the organisation.

Where volunteers have holidays or other commitments which mean that they cannot attend their normal volunteering, they should advise their contact to ensure that we can arrange alternative cover. If volunteers require a longer break from their volunteering, they should discuss this with their contact. Sound Resource will be as flexible as possible to accommodate the needs of volunteers.

Volunteers can access learning and development opportunities which are relevant to their volunteering role throughout their time with Sound Resource. Opportunities for Learning and Development will form part of regular relationship with their contact.

Problem Solving

Where a concern is highlighted – either by a volunteer or Sound resource, this will be dealt with using the organisation's relevant policies.

Responsibility

Overall responsibility for the implementations, monitoring and review of the policy and procedures lies with the Trustees. Implementation and adherence to this policy is the responsibility of all staff and volunteers within the organisation.

April 2024

For review: March 2027