



# Volunteer Ireland

Obair Dheonach Éireann

## Volunteer Policy and Procedures

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## 1. Policy

### Policy Statement

Volunteering is at the heart of Volunteer Ireland (VI). We believe in the ethos and value of volunteering and that volunteers make a vital contribution to the vision and objectives of VI and Irish society. We see our people as our greatest asset and the people that work in VI come from a wide variety of backgrounds. We have something in common – a passion for the community and a desire to celebrate our diversity. We value openness, honesty, and people with a straightforward style to focus on the important things. We regard volunteers as a valuable resource and encourage them to get involved at all levels of the organisation and within all appropriate activities.

As the national volunteer development agency, it is essential that VI present a model of good practice in volunteer management. We are committed to a) equality of opportunity for all volunteers; b) providing a diverse, inclusive, accepting, and welcoming volunteer programme; and c) ensuring that volunteers will benefit and prosper from their experience with the organisation.

To meet these commitments, we will:

1. Appoint a named member of staff to act as Volunteer Ireland's "Internal Volunteer Manager" with lead responsibility for the volunteer programme, who will provide advice and guidance to the whole team on volunteer management.
2. Encourage and support all members of staff to engage volunteers.
3. Aim to recruit volunteers from a variety of backgrounds, age groups, races, abilities and nationalities in line with our equality and diversity policy.
4. Consider involving anyone who wishes to volunteer with the organisation
  - Who can demonstrate a commitment to our vision and objectives
  - Whose needs as volunteers match the needs of the organisation and
  - Who does not have a conflict of interest with any aspect of the organisation
5. Engage volunteers across all departments, including the Board, Board Committees, day-to-day administration, specific projects, event planning and coordination, communications and social media and training. On occasion VI is approached by individuals wishing to offer their skills, experience, and support in a specific area and in these instances a volunteer role may be designed to facilitate this in line with VI's work.
6. Recognise the Trustees on our Board as volunteers and support them in line with good volunteer management practice.
7. Engage volunteers to enhance the work of paid staff, not as a substitute for them: Clear roles will be established to differentiate between paid staff and volunteers to foster mutually beneficial and complementary relationships.
8. Provide a safe space for everyone to volunteer
9. Train, support and supervise volunteers to the best of our abilities, and act quickly and fairly if difficulties arise.
10. Treat volunteers as full members of the VI team, in the same manner as paid employees and include them in the organisation's functions (staff meetings and workshops etc.) and decision-making procedures, whenever possible.
11. Ensure that the health, safety, and wellbeing of volunteers is treated with the same commitment as that of VI employees.
12. Have a reciprocal and mutually beneficial relationship with our volunteers.

13. Carry out diversity monitoring to assess the diversity of our volunteers and to explore ways in which we can engage volunteers from diverse groups.

#### **Purpose**

- To provide staff and Board members with clear guidelines on involving volunteers, to outline expectations and to explain management systems and operating standards.
- To ensure consistency of practice and equality and diversity in our volunteer programme

#### **Scope**

- This policy applies specifically to the activities associated with volunteers engaged with VIs internal volunteer programme.
- It applies to all staff who are involved in engaging volunteers

#### **Responsibility**

- The Chief Executive Officer (CEO) is responsible for ensuring that the policy and the procedures are implemented efficiently and effectively.
- All other staff and volunteers (including voluntary Board members) are expected to facilitate this process.
- Each volunteer is assigned a Volunteer Manager (VM) who is responsible for their day-to-day line management.
- Volunteers and staff are expected to act in accordance with all VI policies and procedures.

## **2. General information**

### **2.1 Definition of volunteering**

- “Volunteering is any time willingly given, either formally or informally, for the common good and without financial gain.” (Government of Ireland National Volunteering Strategy 2021-2025).
- In essence, volunteering is “doing more than you have to, because you want to, because you care!”

### **2.2 Student internships at VI**

VI's student internship programme runs parallel to our volunteer programme. There are many similarities between interns and volunteers with a few unique differences. Internship differences include:

- Students participate in an internship as part of an official college, university, or educational programme. Educational institutions may be in Ireland or abroad. In some instances, an international sending organisation may be involved in sourcing and placing students in internships.
- An internship is designed to enhance the student's learning and experience of the working world and/or provide them with experience directly related to their area of study.
- Student interns fill out the same forms, volunteer agreements etc. used by the volunteer programme and receive the same induction. However, the student is generally expected

to complete a learning agreement, coursework related to the internship official feedback is submitted via a mentor's report.

- Internships last for a defined period and are based on the educational institution's requirements. Internships may last for 2 weeks to several months, with the student interning from 2-5 days per week.
- Interns participate in a variety of programmes and projects throughout VI, sometimes participating in regular, on-going administrative tasks related to a programme area and at other times taking on a specific project directly related to their area of study e.g., social media, data analysis.

### **2.3 Appropriate behaviour**

- VI is committed to managing volunteers in a manner that meets the needs of both the individual and the organisation. Please refer to the Harassment and Anti-bullying Policy.

### **2.4 Confidentiality**

- VI respects a volunteers' right to privacy and confidentiality.
- In turn, volunteers are responsible for maintaining the confidentiality of all privileged information to which they are exposed while volunteering with VI.

### **2.5 Intellectual Property**

- All written material, whether held on paper, electronically or magnetically which was made or acquired by volunteers during their involvement with the organisation is VI property and copyright and therefore should not be disclosed to any person without our written consent.
- Volunteers are expected to exercise caution and care with any documents or other material containing confidential information and at the end of their involvement with the organisation, return any such material in their possession.

### **2.6 Representing VI**

- Volunteers must seek prior approval from VI before undertaking any representation on behalf of the organisation.
- This includes, but is not limited to, statements to the media, posting comments or images online or joint initiatives with other organisations and agreements involving contractual or financial obligations.

### **2.7 Expenses**

- Please refer to our Expenses Policy for full details of volunteer expenses.
- Please note VI's volunteer expenses policy is subject to change and is regularly reviewed.

### **2.8 Insurance**

- Insurance is provided by VI to cover all volunteers while acting on behalf of and at the direction of VI in line with the tasks outlined within the volunteer role description.
- Drivers using their cars in connection with their voluntary work must inform their VM and their own insurance company to ensure adequate and continued cover.

### **2.9 Personal Information & Confidentiality**

- All information is dealt with in accordance with Data Protection Policy and Data Protection Acts. A folder and database are maintained on all volunteers, to include their initial application, role description along with any relevant information on scheduling and notes.
- All personal data held on file will be shredded or safely destroyed after five years of a volunteer's leave date.
- Data will be held for five years, so that we can ask them if they would like to volunteer with us again in the future.
- Volunteers can access their personal information freely upon request.
- Responsibility for ensuring that the volunteer receives such information will rest with their VM.

## 2.10 References

- Where appropriate and upon request volunteers may be furnished with a reference that states the role they held and the days/hours they volunteered with VI.

## 2.11 Consultation with Volunteers

- Volunteers are included in our organisation's strategic planning process, including consultations such as the call for input on the national volunteering strategy.
- They participate in staff and team meetings and complete an exit survey.
- Each VM should ensure they engage with the volunteer and give them appropriate support within the project or programme they are working on.

## 2.12 Expectations

- A full outline of volunteer and VI expectations can be found in the Volunteer Agreement issued to and signed by all volunteers.

## 2.13 Transition Year Students

VI staff are welcome to host family\*-related Transition Year (TY) students as volunteering placements or work experience placements with them. When doing so, it is important to remember:

- To be clear on if this is a volunteering placement or a work placement, and what the expectations from the TY student and their school is around the experience.
- To talk to your manager before welcoming a TY student placement.
- To practice the same good volunteer management, we would with any volunteer, e.g., around induction, support and ensuring that the TY student is given meaningful tasks.
- To remember that in terms of Safeguarding, all TY placements should have the family member as their primary contact and supervisor, and to not ask the TY placement to work unaccompanied with other members of the team as they may not be Garda vetted.
- To require a parent/guardian consent form, a template of which will be provided on request.
- If it is a volunteering placement, to log the TY placement as a VI volunteer and follow all our internal processes for volunteers.

\*"Family" means any person(s) who plays a significant role in an individual's life. This may include a person(s) not legally related to the individual. Members of "family" can include spouses, domestic partners, and both different-sex and same-sex significant others. "Family" includes the

young person's parents, regardless of the gender of either parent. The concept of parenthood is to be liberally construed without limitation as encompassing legal parents, foster parents, same-sex parent, stepparents, those serving in loco parentis, and other persons operating in caretaker roles.

#### **2.14 Associated Documents**

- Complaints Policy
- Harassment & Anti Bullying Policy
- Equality and Diversity Policy
- Expenses Policy
- Health and Safety Policy
- Data Protection Policy

#### **2.15 Volunteer Conduct**

- The VM will present all volunteers with the volunteer handbook and the volunteer version of the Volunteer Policy.
- The VM will inform their volunteer(s) of their responsibility to:
  - Present a positive image of the organisation.
  - Seek prior approval before undertaking any representation on behalf of the organisation. This includes, but is not limited to, statements to the media, joint initiatives with other organisations and agreements involving contractual or financial obligations.
  - Ensure that they do not disclose any information without written consent as all written material, whether held on paper, electronically or magnetically which was made or acquired by volunteers during their involvement with us, is our property and our copyright.
  - Exercise caution and care with any documents or other material containing confidential information and at the end of their involvement with the organisation, return any such material in their possession.
- More information on the way we expect volunteers to conduct themselves whilst with Volunteer Ireland can be found in the Volunteer handbook and the volunteer version of the volunteer policy.

### 3. Procedures

#### 3.1 Recruitment & selection

##### Purpose

To ensure a fair and transparent process and that VI engages the best possible individuals to enhance the services provided

##### Responsibility

All staff

##### Procedure

###### General Guidelines

- Potential volunteers are required to submit a CV and cover letter, as outlined in the advertised role.
- Positions are open to people aged 18 and over, except for family-related TY placements as per point 2.13 above.
- Where a role involves volunteering with children or vulnerable persons volunteers may be required to complete Garda Vetting. This will only be done in line with the current legislation and where a specific programme is engaging with children or vulnerable persons on a regular or ongoing basis.
- References are required for all roles (see candidate selection)

###### Role Descriptions

- To ensure that programmes and services are provided efficiently and effectively, VI will provide each volunteer with a specific written role description prior to beginning their role. The role description lays out the specific tasks involved in the position, the qualities and skills required to fill the position and any other relevant details of the role.
- When developing a new role, VI staff members should use the current Volunteer Role Description Template and guidelines outlined in the recruitment and selection procedure outlined below.

##### 1. Developing the Role Description

- a) Develop and write up your volunteer role description using the most current VI template. Please note the following:
  - The role should be based on an identified need within the organisation and should directly align to the organisation's strategic priorities.
  - The volunteer role should not replace a paid staff role.
  - The role should be of value to the volunteer, give them a sense of satisfaction and an opportunity to share, learn and engage.
- b) When developing your volunteer role description ensure to include the following:
  - Brief overview and title of the role
  - Main task(s) and responsibilities
  - Time commitment required – days and hours required for the role, e.g., 2 days per week, 1 hour a month
  - Start and Finish Dates – Length of time involved: once off, occasionally, for 2 months, 6 months, ongoing etc.



- Location where the volunteer will be based e.g., at VI office or offsite at projects or events
- Experience, skills, qualities, qualifications, interests – Think about what type of person would suit this role, is it someone who is detailed oriented, or does it require a big picture thinker, do you need someone to lead a team, direct a group or someone willing to support and take on your programme’s administrative tasks?
- Benefits of the role – thinking about what the person will get out of the role e.g. as a Team Leader on an employee volunteering activity, they have a great opportunity to gain insight into how local community organisations work and the challenges and issues they face, they have an opportunity to meet people from many companies and from around the globe, they get to take on a leadership role and give back to local communities in the greater Dublin area.
- Support, training, and supervision – what type of support, training and supervision will they receive. Is it on the job training, an induction to VI, optional training such as Essentials of Volunteer Management, the Wheel training provided via Accenture or Manual Handling Training?
- Location – where will they be based? Is it at VI offices, or home, or if they are working with the corporate programme where they are likely to be off site at meetings, site visits and employee volunteering activities on a regular basis?

**Note:** Where a potential volunteer contacts us regarding a specialist skill a list of agreed tasks may be drawn up rather than a full role description.

## 2. Advertising the Role

To encourage diversity and to ensure our opportunities are open to all, each role should be posted in a variety of locations. These might include:

- On I-VOL (the national database of volunteer opportunities). Contact Dublin City Volunteer Centre to register your opportunity and remember, we are already a registered organisation on I-VOL.
- Activelink.
- Local colleges and universities.
- International internship programmes.
- Local newsletters e.g., minority groups, socially marginalised groups, migrant populations etc.
- Boardmatch.ie if it is a Trustee role.

**Note:** Remember to respond to all volunteers who enquire about the role. This is one of the first rules in volunteer management.

## 3. Candidate Selection

- For longer term roles you should look to meet with the potential volunteer either in the office or video chat if they are outside of Dublin or in another country.
  - Where possible two staff members should meet with the candidate.
- For once off, or occasional volunteers a phone call may suffice.
- Be sure to use the agreed question list during the meeting.
- When the meeting is complete, we suggest both you and candidate take some time to consider if they would be a good fit for the role.
- Tell the candidate you will be in touch in the coming days.
- Contact the candidate within the agreed timeframe and offer/do not offer the role.

- If you offer the role to the candidate, please follow the steps below to ensure the appropriate reference is in place for the type of volunteer role the individual will be engaging in.
  - a) Long term, regular and ongoing volunteer roles
    - Volunteers in these roles are asked to provide two references using VI's agreed standard reference check documentation
  - b) Student intern roles
    - Volunteers in these roles are asked to have their sending college, university, school, or intern sending programme read and sign the standard recommendation form. By signing this form, the sending organisation confirms the student/intern's suitability for the role.
  - c) Short term project based, occasional and once-off roles
    - Volunteers in these roles are asked to have the standard recommendation form signed by, e.g., a VI staff member or a colleague in a similar field. By signing this form, the signatory confirms the individual's suitability for the role.

**Note:** In the last two cases above you should still meet, chat, interview the candidate to ensure they are suitable for the role. You should also ensure there is a quality role available for them.

### 3.1 Successful Candidate(s) – Appointment and Trial Period

- Following reference checks the successful candidate(s) will be notified by phone and/or email.
- All placements are subject to an initial agreed trial period.
  - The trial period is dependent on the nature and hours of the volunteer role and is communicated via the volunteer agreement. Most trial periods are 6 weeks and can be extended.
- At the end of this time, the VM will meet with the volunteer to discuss their suitability for the role.
- At this point, volunteers may continue in their current role, be reassigned to a more suitable role, or be asked to leave.

### 3.2 Unsuccessful Candidates

- All enquiries and applications should be responded to.
  - If you are not inviting someone to interview you should inform them of this by email or phone and refer them to their local volunteer centre.
  - If you interview the candidate and do not offer them the role (they may not have the skills or qualities, you are looking for or you may have found someone else who is more suitable) explain they were not accepted and refer them to their local volunteer centre.

## Records

Role Description, Volunteer Agreement, Record of Meetings, Emails, CVs and Cover Letters, Copy of Role Advertisement, References, Garda Vetting Details, Volunteer Reference Check Form, Standard Recommendation Form

<b>3.2 Development</b>
<b>Purpose</b>
To ensure that volunteer development and support needs are identified and addressed.
<b>Responsibility</b>
All staff
<b>Procedure</b>
<p><b>Induction and Orientation</b></p> <p>When providing volunteers with an induction staff should use the agreed volunteer induction Checklist.</p> <ol style="list-style-type: none"> <li>1. On a volunteers' first day, they can expect to receive a planned induction with their VM. This induction involves, but is not limited to: <ul style="list-style-type: none"> <li>• An introduction to all staff, volunteers, and interns</li> <li>• General housekeeping</li> <li>• Health &amp; Safety</li> <li>• Volunteer policy and agreement overview</li> <li>• Terms and nature of the role</li> <li>• VI operations</li> <li>• VI services</li> <li>• Additional relevant policies and procedures, as appropriate</li> </ul> </li> <li>2. In addition, during induction, all new volunteers will: <ul style="list-style-type: none"> <li>• Identify a list of agreed tasks and/or several measurable learning objectives with their VM. These can include technical and or behaviour competencies and work activities that can provide the individual with an opportunity to practice and develop within their role.</li> <li>• Agree working times with their VM that are as flexible as the tasks allow. <ul style="list-style-type: none"> <li>- Voluntary time commitment is never expected to match that of full-time paid staff, but unscheduled absences can create organisational problems.</li> <li>- When expecting to be absent, volunteers should inform their VM as soon as possible, so that alternative arrangements can be made.</li> </ul> </li> <li>• Be made aware of their responsibility to notify their VM by phone as soon as possible if they are unable to commit to their role if they are sick or for personal reasons.</li> <li>• Be informed that if they wish to take a holiday, they must notify their VM, providing at least one week's notice so workloads can be managed.</li> <li>• Be informed of any expenses in line with the organisations expenses policy.</li> <li>• Be made aware that insurance is provided to cover all volunteers while working on behalf of and at the direction of VI in line with the tasks outlined within their role description. Individuals using their own cars in connection with their voluntary work must inform their VM and own insurance company to ensure adequate and continued cover.</li> <li>• Be informed that all their personal information is dealt with in accordance with our data protection policy and procedures.</li> </ul> </li> </ol>

### Training

1. Role specific training will be provided to assist volunteers with their position and its tasks, where applicable.
2. All volunteers are actively encouraged to identify and avail of training opportunities within VI networks and externally.
  - Approval to undertake external training must be agreed in advance with the VM and is dependent on resources.
  - If external training is paid for by VI, any course or other materials remain the property of VI.
  - Volunteers may be required to submit a short report outlining the content and usefulness of the course or meeting attended and disseminated to relevant staff/volunteers within VI.

### Records

Record of Meetings, Training Budget, Induction Checklist, Training Records

## 3.3 Management

### Purpose

To ensure that volunteers are managed in an effective and efficient manner.

### Responsibility

All staff

### Procedure

- VI is committed to managing volunteers in a manner that meets the needs of the organisation and the individual.
- We recruit a broad range of volunteers with a wide range of skills for roles in the organisation. Some of our roles are office based, some activity or task-based and others are virtual volunteer roles. For this reason, we will provide proportionate support and supervision to our volunteers which will be agreed in advance.
- VI commits to supporting all volunteers to develop personally and professionally within their role.
- All staff members may receive training and guidance on how to involve volunteers effectively in their programme(s).

### Support and Supervision

- All volunteers are allocated a dedicated VM. It is the role of the VM to:
  - Inform VI's internal volunteer manager about the new volunteer with start and end dates and a link to their uploaded documents.
  - Provide advice and guidance relating to the work.
  - Provide support and supervision for the duration of the volunteer role.
  - Encourage training opportunities where possible.
  - Answer questions about policies and procedures.
  - Deliver induction.

- Encourage the volunteer to attend training and arrange training if required.
- Provide the volunteer with access to all information they need relevant to their role.
- Consult with the volunteer on any decisions that would substantially affect their role.
- Meet time and duty commitments for volunteers on a day-to-day basis.
- Provide volunteers with notice regarding upcoming scheduled events or training where their attendance is required.
- Deal with any issues or concerns involving volunteers.
- Formal supervision sessions should take place between the volunteer and the VM at regular intervals, depending on the role. During these sessions the VM should:
  - Provide the volunteer with feedback on their work.
  - Suggest any changes in activities.
  - Plan further tasks.
  - Ascertain if the volunteer is happy in the role.
  - Provide the volunteer with an opportunity to highlight any issues they may have.
  - Convey appreciation to the volunteer and thank them for their contribution to the organisation.
  - Find out if they need any more support.
- If appropriate, improvement action may be taken following support and supervision sessions. Examples include, extending a trial period, additional training and/or reassignment.

#### **Time and Duty Commitments**

- VI staff are expected to meet time and duty commitments for volunteers, to provide appropriate time at induction and orientation, training and on a day-to-day basis.
- If a volunteer is sick or unable to commit to their role for personal reasons, they should notify their VM by phone as soon as possible.
- If a volunteer wishes to take a holiday, they are requested to notify their VM and provide at least one week's notice so that workloads can be managed effectively.

#### **Volunteer Recognition**

Volunteers provide a unique service to VI, the benefits of which are difficult to quantify. It is essential that their efforts are recognised and rewarded.

- VI staff are responsible for thanking all volunteers informally on a regular basis for the valuable contribution that they make to the organisation.
- The VM and/or CEO is responsible for ensuring that more formalised recognition takes place at key times, such as International Volunteer Day or when a volunteer role with the organisation comes to an agreed end. Examples of formal recognition include cards, certificates, appreciation events etc.

#### **Ending the Volunteer Relationship**

- Volunteer roles should have a finish date set out in the role description, or the volunteer will move on before then. In this instance VI will:
  - Conduct an online exit survey with the volunteer to capture feedback on their role, experience within the organisation and future learning opportunities.
- In the instance of a volunteer breaching VI policies, procedures for dealing with challenges are outlined in section 3.4

### Volunteer Records

- A folder and database are to be maintained on all volunteers, to include their initial application, role description along with any relevant information on scheduling and notes.
- Records are to be maintained in line with the data protection policy and procedures.

### Records

Record of Meetings, Complaints Form, Emails, Letters, Volunteer Records, Data Protection Policy

## 3.4 Dealing with challenges

### Purpose

To ensure that any issues or concerns involving volunteers are managed in an effective and efficient manner.

### Responsibility

All staff, CEO, Board Members

### Procedure

- If appropriate, improvement action(s) may be taken following support and supervision sessions, examples include:
  - extending a trial period
  - additional training
  - and/or reassignment.

### Issues & Difficulties

- All volunteers have access to a process to address any issues or difficulties about any aspect of their work or how they are managed.
- If a volunteer is unhappy in their role or have an issue or concern, they wish to discuss they may approach their VM or escalate their issue or concern to the CEO.
  - The matter will be dealt with in a private and confidential manner and in line with VIs complaints policy and procedures.
- Volunteers who do not adhere to VIs policies and procedures or who fail to perform their tasks satisfactorily may be asked to leave.
- Volunteer involvement will not be ended until the individual has an opportunity to discuss the reasons for being asked to leave with their VM.
- Grounds for being asked to leave include, but are not limited to, the following:
  - Gross misconduct
  - Being under the influence of drugs (including alcohol)
  - Theft
  - Misuse of equipment and materials
  - Abuse of clients and co-workers
  - Breaches of confidentiality
  - Failure to abide by policies and procedures
  - Failure to complete duties to a satisfactory standard
  - Report relating to child safety

- When a volunteer is asked to leave this will be communicated both in person and in writing to the individual.
- If a volunteer is deemed to have behaved with extreme detriment to VI and its reputation and to the health and safety of others involved in the organisation, VI reserves the right to end its relationship with the individual with immediate effect.

#### Records

Record of Meetings, Complaints Policy and Procedures, Complaints Form, Emails, Letters

### 3.5 Health and safety

#### Purpose

To ensure that volunteers are fully aware of their health & safety obligations and the responsibility of the organisation to comply with relevant guidelines and legislation

#### Responsibility

All staff and Volunteers

#### Procedure

- VI is committed to looking after the health, safety and wellbeing of staff, volunteers and interns on our premises or using our services. This commitment applies equally to our team of volunteers who are vital to the services we provide.
- Any activities carried out on a voluntary basis are covered by the same health and safety legislative requirements as those carried out by VI employees.
- Its therefore important volunteers understand and accept their personal responsibility towards promoting and maintaining health and safety standards in order to provide a safe working environment for all.
- The VM must inform volunteers that it is important that they:
  - Carry out duties without endangering either their health and safety or that of colleagues, third parties and/or the general public.
  - Comply with all relevant instructions and procedures relating to safety and follow guidance provided by VI
  - Inform their VM of any personal health and safety requirements that they may have
  - If any volunteers have any doubts regarding their health and safety responsibilities, they should speak to VIs Health & Safety Officer as soon as possible.

#### Records

Record of Meetings, Induction Checklist, Training Attendance Records, Health & Safety Policy and Procedures

<b>3.6 Diversity monitoring</b>
<b>Purpose</b>
To examine how the organisations human resource policies and procedures are working and to ensure equality and diversity issues are identified and addressed
<b>Responsibility</b>
LCBM, Internal Volunteer Manager
<b>Procedure</b>
<ul style="list-style-type: none"> <li>• It is VIs policy to recruit the best people with the right skills, knowledge and experience and to provide equal opportunity for all. It is a key priority for VI not to discriminate against any person because of: <ul style="list-style-type: none"> <li>- Gender</li> <li>- Civil Status</li> <li>- Family Status</li> <li>- Sexual Orientation</li> <li>- Religion</li> <li>- Age</li> <li>- Disability</li> <li>- Race</li> <li>- Membership of the Traveller Community</li> </ul> </li> <li>• Each volunteer receives an 'Exit Survey' through Survey Monkey when they have completed their time volunteering with us. Within the Exit Survey, there are several questions asking for the volunteers' opinions around diversity and inclusion within VI.</li> <li>• To enable us to monitor the Diversity and Inclusion of volunteers at VI the Internal Volunteer Programme Manager will collate the information from this survey in quarter one each year. This helps us to assess the represented and under-represented groups within our volunteer programme.</li> <li>• After the data is collated, a report is compiled which will set the objectives for the following year in working with new or underrepresented groups.</li> </ul>
<b>Records</b>
Exit Survey Results, Diversity Report, Equality & Diversity Checklist and Action Plan



#### 4. Monitoring & Review

- Volunteers will have the opportunity to provide feedback on their experience during regularly scheduled support and supervision meetings when they complete their activities.
- This information will be compiled and disseminated at the next scheduled staff meeting.
- The Board will be provided with relevant information at regularly scheduled meetings and any action delegated as appropriate.
- This policy will be reviewed every three years or sooner if required.
- The supporting procedures will be reviewed annually or sooner if required.

#### Records

Record of Meetings, Emails, Updated Document(s), Document Control Matrix