



Zest of Mind Ltd

VOLUNTEER POLICY

Policy Statement

Introduction

Volunteering is the commitment of time and energy for the benefit of society and the community: the environment of individuals outside one's immediate family. It is undertaken freely and by choice without concern for financial gain.

Zest of Mind believes in the value of voluntary activity as an important expression of citizenship and an essential component of a free and democratic society. It supports and promotes volunteering in public and third sector organisations. Zest of Mind takes responsibility for ensuring that volunteers within its own organisation are appropriately involved, valued for their contribution and respected as colleagues.

In adopting this volunteer policy Zest of Mind wishes to:

- Formally acknowledge and support the role of volunteers in its work
- Set out the principles governing the involvement of volunteers and provide a set of guidelines to ensure good practice in working with volunteers
- Encourage and enable, rather than restrict, the involvement of volunteers.

This volunteer policy and accompanying guidelines are intended for use by Zest of Mind paid staff and volunteers.

Volunteer Policy Statement

Zest of Mind Equal Opportunities

- As an employer and engager of volunteers Zest of Mind is committed to a policy of equal opportunities. This principle will apply to service delivery, recruitment, promotion, training, facilities, procedures and all terms and conditions.
- Volunteers will be expected to adhere to Zest of Mind Equal Opportunities Policy, a copy of which can be found within the Zest of Mind Volunteer Handbook.

Zest of Mind LTD

info@zestofmind.com www.zestofmind.com @zestofmind

A company limited by guarantee and a NOT FOR PROFIT ORGANISATION
Registered in England and Wales. Registration number. 9483953



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Recruitment & Selection

- Recruitment of volunteers will be from all sections of the community, and will be in line with Zest of Mind Equal Opportunities Policy. Appropriate targeting may be used.

Information & Training

- Volunteers will receive full information about their chosen area of work and will be given a clear idea of their responsibilities to Zest of Mind.
- Volunteers will be given induction and training in the specific tasks to be undertaken.
- Volunteers will be consulted in decisions which affect them.

Support & Supervision

- Volunteers will be assigned a named contact person for supervision and support.

Problem-Solving

- Zest of Mind recognises that problems do arise and we aim to identify and resolve these problems at the earliest stage. Volunteers who have a problem of any kind should discuss it in the first instance with their named contact person.

Confidentiality

- Volunteers will be bound by the same confidentiality conditions as Zest of Mind paid staff.

Expenses

Volunteer expenses are reasonable costs that volunteers incur while performing their voluntary work. Some examples of volunteer expenses include:

- Travel: Travel to and from the place of volunteering, or travel undertaken during the course of volunteering
- Food and drink: Meals and refreshments consumed while volunteering
- Equipment: Protective clothing or other equipment needed to perform the work
- Care of dependents: Care of children or other dependents while volunteering
- Sundries: Phone calls, postage, or other sundries
- Education or training: The cost of education or training if needed

Volunteers are not paid for their time, but they may receive money to cover expenses. However, receiving any other payment, reward, or benefit in kind may result in a volunteer being classified as an employee or worker. This includes any promise of a contract or paid work in the future

- Zest of Mind will follow guidelines providing volunteer expenses and ensure this is at a reasonable rate showing our commitment to volunteers and the value that they provide.
- Zest of Mind will ensure that there is a clear and accessible system to enable volunteers to claim out of pocket expenses.

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Insurance

- Volunteers will be adequately covered by insurance while carrying out agreed duties.

Health and Safety

- All volunteers are covered by the same health and safety policies and provisions as staff.

Relations with Paid Staff

- Zest of Mind is committed to ensuring that volunteers work complements the work of paid staff, and that it will not be used as a substitute for paid work.
- Steps will be taken to ensure that staff at all levels are clear about the roles of volunteers and to foster good working relationships between staff and volunteers.
- Zest of Mind recognises the need for training for all those working alongside and managing volunteers.

Costs

- Zest of Mind will endeavour to identify and cover the costs of involving volunteers and recognises the value of designated responsibilities within specific posts for the management of volunteers.

References

- On the basis of their voluntary work, volunteers will have the right to request a reference.

Monitoring & Evaluation

- Zest of Mind will systemically monitor and evaluate its involvement of volunteers with reference to this Volunteer Policy.

Review

- This policy comes into force on (3rd May 2024) and Zest of Mind commits itself to review the policy as and when changes in legislation or other factors make this necessary. The policy will be subject to a comprehensive review two years after its introduction. (Review date: May 2025)

Note

- “Staff” refers to paid staff and those undertaking placements with Zest of Mind
- This document refers to other policies which are available in Zest of Mind Volunteer Handbook.

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Guidelines for Involving Volunteers

These guidelines are intended for use along with the policy statement. They give further detail on recommended good practice in the involvement of volunteers within Zest of Mind

Preparation

Prior to recruiting volunteers, full consultation and discussion should take place with users of the service, paid staff and unions to satisfy that there is a genuine need for volunteers and to develop a clear description of their role. A contact person within the section proposing to involve volunteers should be identified and the staff time and expenses to train, support and reimburse volunteers determined.

Recruitment

- Zest of Mind has an Equal Opportunities Policy and will prevent discrimination particularly on the grounds of gender, marital status, disability, race, colour, religious belief, political belief, sexuality, nationality, ethnic origin, age, trade union activity, responsibility for dependents or employment status. (See statement and policy for details)
- In order to reach a wide section of the community, recruitment should be by a variety of means.
- Positive action in recruitment may be used for specific voluntary tasks. For example, specific work with minority ethnic groups.

Initial Contact

- People interested in becoming volunteers with Zest of Mind should be invited for an informal talk with the appropriate contact person. They should:
 - Be given written information to take away
 - Have their role explained and how it fits in with Zest of Mind's overall aims and ethos
 - Have the next stages of becoming a volunteer with Zest of Mind outlined
- If the volunteer wishes to proceed with the application at this stage, the contact person should fill out the application form for the volunteer (getting referees' details) and ask the volunteer to sign.
- If the volunteer is undecided, agree the next step e.g. for the contact person to phone the potential volunteer in a week's time.

Selection

- All volunteers should complete an application form. Written references may be required. If the volunteer is to carry out specialised work (e.g. IT support) at least one reference should relate directly to this.
- If volunteers may be working with vulnerable people, or in positions of trust, they should be asked to provide information on their application form about any criminal convictions that they may have.

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- All information should be dealt with in the strictest confidence and should not necessarily prejudice the person being accepted for voluntary work.

Records

- Minimum details should be kept on volunteers. This will include the application form, references, placement details, relevant information regarding the person's health, correspondence and any other relevant information such as emergency contact details.
- Record keeping must be secure but accessible to other members of staff if you are absent.
- The Data Protection Act enables people to access information held about them.

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Induction

- Induction sessions should be provided for all new volunteers and should cover:
 - Role of volunteers
 - Responsibilities of volunteers
 - Arrangements for training, support and supervision
 - Contact person
 - Need for confidentiality
 - Ethos/values, etc
 - System for payment of expenses
 - Problem-solving procedures
 - Background to Zest of Mind
 - Building orientation
 - Health and Safety
 - Meeting staff
- During induction, volunteers should receive the Zest of Mind Volunteer Handbook.

Expectations of Volunteers

- **Zest of Mind should expect volunteers to:**
 - Participate in induction sessions
 - Comply with existing policies and procedures
 - Undertake voluntary work at agreed times
 - Inform relevant staff if unable to attend
 - Give some notice if unable to continue volunteering
 - Raise any issues of concern relating to their voluntary work with the contact person
 - Agree with the aims and ethos of the organisation

Placement

- Once a suitable voluntary placement has been identified, details about the frequency and length of commitment and nature of the voluntary activity should be determined and an established trial period agreed.
- Zest of Mind reserves the right to ask volunteers to leave and will give reasons in writing if requested.

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Support, Supervision and Problem-Solving

- Regular support/supervision should be available to each volunteer. The type and level of support will depend on the needs of the volunteer and the nature of their role. Full information on this will be provided during induction.
- Each volunteer should have a clearly identified supervisor who is responsible for the day to day management and guidance of the volunteer and who will be able to offer advice, support and feedback on a regular basis.
- Support prompt questions can be used if desired. A pro forma has been prepared.
- If a complaint about a volunteer arises, refer to the complaints flowchart.

Expenses

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- The procedures for claiming expenses should be clear and accessible.
- All agreed out of pocket expenses should be reimbursed on production of receipts.
- The pro forma should be used and the supervisor should liaise with admin staff.

Insurance

- It should be ensured that volunteers have appropriate insurance cover in terms of employers and public liability.

Date: May 2024

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