



Volunteer Policy

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Responsible person: W Benson

Signed:

A handwritten signature in black ink, appearing to be "W Benson", written over a light blue horizontal line.

Date: 16/09/24

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Policy Statement

Volunteers have always and will continue to be central to the running of Kids Kabin. The work of volunteers will be that of a supportive, complementary nature alongside paid staff. Kids Kabin volunteers can expect fair and equal treatment, ongoing support, supervision and training to enhance their volunteering activities and widen the range of opportunities available to them.

At Kids Kabin, we have international volunteers who volunteer full-time at Kids Kabin, as well as community volunteers who volunteer for one or two sessions a week.

Community Volunteer Recruitment

1. We will use appropriate means to advertise for our community volunteers. This will take into account the principles of our Diversity, Equality and Inclusion Policy.
2. The applicant will have to complete an application form, but support can be given with this if necessary.
3. The applicant will be given a tour of Kids Kabin and will have a discussion (which will also be an informal interview to follow up on any questions raised during the application process and to assess suitability for volunteering) with a manager or an appointed deputy (i.e. a project development worker). If the volunteer is found to be suitable to the role, references will be taken and a DBS will be completed.
4. The candidate will be confirmed as a volunteer once satisfactory references and a clear DBS check comes back. If the candidate has a DBS certificate that meets the portability requirements as set out in the safeguarding policy, this will be shown to the project manager and recorded as their accepted DBS certificate.
5. Once this stage has been completed, the manager will confirm the volunteer's availability and invite them to come in for a first induction session.

Assumption Volunteer Recruitment

Recruitment of Assumption Volunteers (international volunteers) is completed by the Assumption Volunteer Programme. Relevant recruitment information is passed on to Kids Kabin during the recruitment process.

Induction, Training, Support and Supervision

The items on the volunteer induction checklist will be followed to ensure that all volunteers receive a comprehensive induction and ongoing support. This support will vary, according to the role.

An outline of the procedure is described below. This training will be delivered by a variety of people, including staff and volunteers. A detailed timetable will be produced for each volunteer.

This will include but not be limited to:-

- An outline of Kids Kabin aims and objectives
- A brief history and future plans of Kids Kabin
- The services provided
- The role of the volunteer and expected practice

- The relevant policies and procedures used by Kids Kabin
- A tour of the building and an introduction to facilities and equipment
- Induction training and details of ongoing activity training
- DBS Form completion
- An introduction to supervision and support for volunteers
- International volunteers – Soldo and Upshot set up, IT policy and set up

For community volunteers, the assigned supervisor will also cover aspects of session structure, children's allergies, behaviour and additional needs, health and safety, activity risk assessments and fire exits for that specific session and location.

Additional support for Assumption Volunteers

With the Sisters of the Assumption leaving Hexham Avenue in September 2024, additional support will be provided by the Kids Kabin staff team and Trustees.

Training Sessions

Kids Kabin hopes to ensure that the highest possible level of service is provided, through training activities designed to equip volunteers with essential skills, knowledge and attitudes.

The activity training sessions will be both practical and procedural. They will be delivered by the project development workers and experienced volunteers.

International Volunteers will complete training in safeguarding, first aid and food hygiene. The safeguarding training will be an in-house safeguarding training by a Kids Kabin child protection officer. If a community volunteer is to lead on cooking activities, they will complete in-house food hygiene training. First aid training is optional for community volunteers. They will be offered the opportunity to attend first aid training sessions with the team when they are organised.

Ongoing Training

Further training opportunities will take a variety of formats, e.g. in-house training, when tasks are specific to Kids Kabin, or training with outside agencies for more generic skills. The trainers might be people from within Kids Kabin, or might be invited in from outside agencies to provide courses or give talks.

Information Updates

We will provide information updates for volunteers; for example this may include information about successful project funding, trips and outings and amendments to Kids Kabin's policies and procedures. These will usually be emailed when necessary.

All international volunteers will attend staff meetings.

During planning meetings volunteers are encouraged to come up with project ideas, and how to develop and improve systems where appropriate.

Supervision for Assumption Volunteers

Supervision will be a part of the ongoing support structure provided by Kids Kabin. Effective supervision will enable Kids Kabin to provide any support that the volunteer needs in order to fulfil

his/her role while allowing Kids Kabin to monitor the volunteer's performance. Supervision sessions will take place as follows:

- All volunteers will receive supervision on a monthly basis.
- This supervision will be based on the role description, their specific responsibilities (Eg school session coordinator) and the setting and review of individual objectives.
- A staff/volunteer supervision form will be used to record each supervision session.
- Volunteers are encouraged to share any challenges or well-being concerns they may have during the supervision session.
- We work with our volunteers to build on their current skills and take on different jobs and responsibilities based on their interests.

Where possible, we try to have a mentoring system for our international volunteers when they arrive at Kids Kabin.

Supervision for Community Volunteers

Community volunteers will choose a session to support based on their availability. This could be at any of the Kids Kabin delivery locations. Each community volunteer will be assigned a supervisor. This supervisor will be someone who coordinates a session or is a member of the team of the session they normally volunteer at. This will be decided at the start of the volunteer placement. Volunteers will have a supervision session termly. A community volunteer supervision form will be used at their supervision sessions, and agreed objectives recorded if appropriate.

Recognition of volunteers

Where possible, we try to recognise the achievements of volunteers who work with us. We give regular positive feedback. For our community volunteers, we are going to trial a way to recognise their contributions if they have volunteered at a specific number of sessions or over a specific time period.

Insurance

Kids Kabin has a valid insurance policy that covers volunteers.

Expenses and Soldo

We value our community volunteers and want to ensure that there are no barriers to their involvement. All out-of-pocket expenses, if required, will be reimbursed. Volunteers will speak to their supervisor to discuss the best way to claim their expenses.

International volunteers will be issued with a Soldo pre-paid card which will be used for travel and workshop expenses. All receipts will be uploaded onto the Soldo app as proof of purchase. They will be expected to manage a budget for workshops as part of their role.

Confidentiality

Volunteers will treat personal information relating to staff, volunteers, young people and families in confidence in line with Kids Kabin's confidentiality and information policies.

Grievance procedures

The relationship between the organisation and its volunteers is entirely voluntary and does not imply any contract. However, it is important that the organisation is able to maintain its agreed

standards of service to the clients who use it, and it is also important that volunteers should enjoy making their contribution to this service.

If a volunteer's role does not meet with the organisation's standards, the following action will be taken:-

1. The Chief Officer will meet with the volunteer and explain the concerns.
2. If standards are still not met then the Chief Officer may have to terminate the volunteer placement.

At all times in this process a volunteer will be able to freely state their case and can be accompanied by another person at the meetings.

If you are dissatisfied with any aspect of your experience at Kids Kabin you should ask for a copy of the Complaints Policy and follow the procedures outlined:-

1. In all cases, the decision made by the Board member; after consultation with the wider Board, will be final. All parties concerned will be informed of the decision.

At all times in this process a volunteer will be able to freely state their case and can be accompanied by another person at the meetings. All information discussed will be kept confidential.

Exit Interviews and Evaluation

When a volunteer leaves Kids Kabin because his/her work is completed or for some other reason, we try to organise an informal exit interview with their supervisor or another member of the executive team if appropriate. The volunteer can also choose to fill in a feedback form instead of speaking to a member of the team if appropriate.