



Douglas Valley Community (DVC)

Volunteer Policy

About us

Douglas Valley Community specialises in Community Centre Management and Community Asset Transfer. Our work aims to inspire and support local groups and organisations to help them grow and thrive. We work across Wigan borough providing independent specialist advice and support to organisations managing community buildings. We have centres across Wigan borough, and our main office is in Wigan Investment Centre, Waterside Drive, Wigan WN3 5BA.

Purpose of our volunteer policy

Our volunteer policy has been created to show our volunteers and potential volunteers that we have spent time and care in planning how volunteers will be welcomed at Douglas Valley Community (DVC). It also outlines that all volunteers will be treated fairly and consistently. It should also help our volunteers understand what support is available to and what they can expect from us.

Our vision and mission for volunteering

Volunteering is a great way to share your enthusiasm, skills, and ideas whilst having fun and meeting like-minded people. By volunteering for Douglas Valley Community (DVC) you will be making a positive contribution to community development in our area. Volunteers are vital to our work.

Attracting volunteers and volunteer agreement

We have a range of opportunities for volunteers to get involved in. All you need to do is complete our very short Volunteer Registration Form or come in person and enquire about becoming a volunteer.

Once we receive a copy of your completed registration form, we will get in touch with more information on specific opportunities. Your help will be greatly appreciated and really will make a difference.

DBS Checks

Some volunteer roles will require a DBS check to inform Douglas Valley Community (DVC) of any criminal convictions a person wishing to volunteer may have. For example, any volunteer position that involves regulated activity with children or vulnerable adults will be subject to a DBS check.

Induction and training

It does not matter how much you already know there will be opportunities to learn, and we have roles to suit every level of expertise.

Inductions will include:

- Some information about Douglas Valley Community (DVC) our vision, mission, and plans.

- the role of the volunteer.
- Introduction to volunteers.
- tour around our facilities and see some of our initiatives.
- copy of all the relevant policies including this volunteer policy and also our Health and Safety, Expenses, Equality and Diversity, and Conflict Management.;
- essential procedures such as timekeeping and rota
- information about training and ongoing learning opportunities

There will be a trial period of four weeks to give Douglas Valley Community (DVC) and you time to discover if you are suited to each other. A review will be made midway through the trial period and at the end. This is not an assessment; it is just so that we can be sure that you benefit the most from the volunteering experience and maximise the time you are giving freely.

Support

Your nominated Volunteer Manager will support you and will remain your key contact throughout your volunteering with us. This will include regular meetings with you to discuss how you are getting on, discuss any training needs and any other issues arising. This will also ensure that Douglas Valley Community (DVC) is doing all we can to make your volunteering experience enjoyable and meaningful.

Recognition and reward

We could not do the work we do without our volunteers. To acknowledge this, we will always say thank you to show appreciation for a job well done. There will always be a listening ear or shoulder to lean on.

We will hold social events each year to celebrate our achievements; this may be a certificate presentation for volunteers or a celebration at Christmas. During these events, you will have the opportunity to meet other volunteers and supporters of our work and share our plans for the future.

We will take opportunities on our website, social media and at our annual general meetings, to praise the achievements of our volunteers.

Expenses

We value our volunteers and want to ensure there is no barriers to volunteer involvement. All reasonable out of pocket expenses will be reimbursed including expenses for travel and meals (if working more than 4.5 hours in one session). To claim expenses, a form must be completed and a valid receipt provided, this should be handed to your Volunteer Manager.

Insurance, health and safety, accidents and risk assessment

Douglas Valley Community (DVC) has a valid insurance policy to ensure volunteers are covered by public liability insurance, which you are advised to read. It covers the volunteering activities you will be doing. We will keep reminding you of our Health and Safety Policy and give simple

instructions on how to perform task safely. We have clear procedures for accidents and emergencies and will have a first aider available.

Resolving problems

We hope that you will have an enjoyable experience volunteering with us. However, if your role as a volunteer does not meet with your expectations or with the commitments we have made to you, we want you to feel comfortable about letting us know. Firstly, talk to the person who leads the team where you volunteer, and he or she should be able to sort it out with you before it becomes a problem. If you do not feel this will resolve things you can speak to your Volunteer Manager.

Confidentiality

We expect all volunteers to adhere to confidentiality guidelines which will be explained to you before you begin volunteering with us and this also includes the use of social media and contact with any press.

Equality, Diversity and Inclusion

Douglas Valley Community (DVC) is committed to embracing diversity and promoting equality and inclusion. When representing Douglas Valley Community (DVC) as a volunteer we expect you to support our commitment to promoting equality.

Volunteering whilst on benefit

You can still volunteer with us if you are receiving benefits provided that we follow the legal guidelines. We have information from the Jobs and Benefits Department which we can talk through with you regarding the hours you can do and what expenses you can claim incurred through volunteering.

This is the Volunteer Policy of Douglas Valley Community (DVC)

It will be reviewed every 12 months

Date of next review: August 2024

Signed: *F. Walker*

Position: Chair of Trustees