



**COVENTRY GROWTH  
INITIATIVES  
VOLUNTEER PACK**

## **COVENTRY GROWTH INITIATIVES VOLUNTEER AGREEMENT**

This agreement is intended to indicate the value we place on our volunteers and the seriousness with which we regard their voluntary participation. The intention of this agreement is to assure you of our appreciation of your services and to show you that we are committed and supportive of our volunteers. We will do our best to ensure your experience with Coventry Growth Initiatives is productive and rewarding.

### **Coventry Growth Initiatives**

We, Coventry Growth Initiatives (the organisation), agree to accept the services of \_\_\_\_\_ (the volunteer) beginning \_\_\_\_\_ and we commit to the following:

- To provide adequate information, training and support for the volunteer to meet the responsibilities of their role.
- To ensure supervision and support of the volunteer and to provide timely feedback on participation and performance.
- To respect the skills, dignity and individual needs of the volunteer and to provide feedback on performance.
- To respect the skills, dignity and individual needs of the volunteer, and to do our best to adjust to these individual requirements.
- To be receptive to any comments or suggestions from the volunteer regarding ways to improve the practices of Coventry Growth Initiatives.
- To treat our volunteers equally with the organisations staff as jointly responsible for achieving the targets and outcomes of Coventry Growth Initiatives.

### **The Volunteer**

Agrees to serve as a volunteer and commits to the following:

- To perform my volunteer duties to the best of my ability.
- To adhere to the organisation's rules, policies and procedures, including record keeping and monitoring requirements and confidentiality of the organisation and client information.
- To uphold the ethos of empowerment of the clients of Coventry Growth Initiatives.

To meet time and duty commitments, or to provide adequate notice so that alternate arrangements can be made where circumstances prevail against your ability to carry out duty commitments.

Agreed to Volunteer: \_\_\_\_\_ Date: \_\_\_\_\_

Staff Representative: \_\_\_\_\_ Date: \_\_\_\_\_

This agreement may be cancelled at anytime at the discretion of either of the parties, but will expire on \_\_\_\_\_ unless renewed by both parties.

**COVENTRY GROWTH INITIATIVES VOLUNTEER INVOLVEMENT**  
**FORM**

Name of Volunteer: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

D.O.B.: \_\_\_\_\_ Ethnicity: \_\_\_\_\_

Home Telephone Number: \_\_\_\_\_

Mobile Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

References provided? YES NO (circle answer)

C.V. provided? YES NO

Preferred method of contact (tick any that applies):

1. Post(using above address)
2. Post (using alternate address – please provide)
3. Email
4. Home Telephone
5. Mobile Number

Activities Volunteer wishes to participate in:

Administrative Assistant

Signposting Assistant

Immigration Advisor

Mediator

Advocate

Web Development and Design

Community Consultation

Other (please state) \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Location: \_\_\_\_\_

Date Commencing: \_\_\_\_\_

Times/ Hours Allocated: \_\_\_\_\_

Supervisor: \_\_\_\_\_

Signed (Volunteer): \_\_\_\_\_ Date: \_\_\_\_\_

# **COVENTRY GROWTH INITIATIVES POLICIES AND PROCEDURES**

## **1. The Volunteer Programme**

### 1.1 Overall policy on use of volunteers

The achievement of the goals of the Coventry Growth Initiatives is best served by the active participation of the community. To this end, Coventry Growth Initiatives accepts and encourages the involvement of volunteers at all levels and within all appropriate programmes and activities. Where paid staff are employed they are encouraged to assist in the creation of meaningful and productive roles in which volunteers might serve and to assist in recruitment of volunteers from the community.

### 1.2 Purpose of the volunteer policy

The purpose of the policy is to provide overall guidance and direction to staff and volunteers engaged in volunteer involvement and management efforts. The policy is intended for internal management guidance only, and does not constitute, either implicitly or explicitly, a binding contractual or personnel agreement.

### 1.3 Definition of 'volunteer'

A volunteer is anyone who, without compensation or expectation of compensation beyond reimbursement of expenses incurred in the course of his or her volunteer duties, performs a task at the direction of and on behalf of Coventry Growth Initiatives. A volunteer must be officially accepted and enrolled by Coventry Growth Initiatives prior to performance of the task. Unless specifically stated, volunteers shall be considered as staff, but not as employees of Coventry Growth Initiatives.

### 1.4 Employees as volunteers

Coventry Growth Initiatives accepts the services of its own staff as volunteers. This service is accepted provided that the volunteer service is provided totally without any coercive nature, involves work which is outside the scope of normal staff duties, and is provided outside usual working hours. Family members of staff are allowed to volunteer with Coventry Growth Initiatives.

### 1.5 Volunteer rights and responsibilities

Volunteers are viewed as a valuable resource to this organisation, its staff, and its services user. Volunteers shall be extended the right to be given meaningful assignments, the right to be treated as equal co-workers, the right to effective supervision, the right to full involvement and participation, and the right to recognition for work done. In return, volunteers shall agree to actively perform their duties to the best of their abilities and to remain loyal to the values, goals and procedures of Coventry Growth Initiatives.

## **2. Volunteer management procedures**

### 2.1 Conflict of interest

No person who has a conflict of interest with any activity or programme of Coventry Growth Initiatives, whether personal, philosophical, or financial shall be accepted to serve as a volunteer.

### 2.2 Confidentiality

Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed while serving as a volunteer, whether this information involves a single member of staff, volunteer, service user, or other person or involves the overall business of Coventry Growth Initiatives. Failure to maintain confidentiality may result in termination of the volunteer's relationship with Coventry Growth Initiatives or other corrective action.

### 2.3 Dress code

As representatives of Coventry Growth Initiatives, volunteers, like staff, are responsible for presenting a good image internally and externally. Volunteers shall dress appropriately for the conditions and performance of their duties.

## **3. Volunteer recruitment and selection**

### 3.1 Recruitment of minors

Coventry Growth Initiatives will not recruit anyone under the age of 18 yrs to volunteer with the organisation.

### 3.2 Criminal records check

It is not necessary for volunteers of Coventry Growth Initiatives to be CRB checked. However Coventry Growth Initiatives, reserves the right to request a CRB check of volunteers. Volunteers who do not agree to the background check will be refused the assignment.

### 3.3 Professional services

Volunteers shall not perform professional services for which certification or a license is required unless currently certified or licensed to do so. A copy of such certificate or license should be maintained by the volunteering bureau.

## **4. Volunteer training & development**

### 4.1 Orientation

All volunteers will receive a general orientation on the nature and purpose of Coventry Growth Initiatives, an orientation on the nature and operation of the programme or activity for which they are recruited, and a specific orientation on the purposes and requirements of the position which they are accepting.

### 4.2 Conference attendance

Volunteers are authorised to attend conferences and meetings which are relevant to their volunteer assignments, including those run by Coventry Growth Initiatives and those run by other organisations. Prior approval from the volunteer's supervisor should be obtained before attending any conference or meeting if attendance will interfere with the volunteer's work schedule or if reimbursement of expenses is sought.

## **5. Volunteer supervision and evaluation**

### 5.1 Requirement of a supervisor

Each volunteer who is accepted to a position with Coventry Growth Initiatives must have a clearly identified supervisor who is responsible for direct supervision of that volunteer. This supervisor shall be responsible for day-to-day management and guidance of the work of the volunteer, and shall be available to the volunteer for consultation and assistance.

## **6. Volunteer support and recognition**

### 6.1 Reimbursement of expenses

Volunteers may be eligible for reimbursement of reasonable expenses incurred while undertaking business for Coventry Growth Initiatives. The Volunteer Bureau shall distribute information to all volunteers regarding specific reimbursable items. Prior approval must be sought for any major expenditure.

### 6.2 Access to organisation property and materials

As appropriate, volunteers shall have access to property of Coventry Growth Initiatives and those materials necessary to fulfill their duties, and shall receive training in the operation of any equipment. Property and materials shall be used only when directly required for the volunteer task.

### 6.3 Insurance

Liability and accident insurance is currently not provided for all volunteers engaged in Coventry Growth Initiatives. Volunteers are encouraged to consult with their own insurance agents regarding the extension of their personal insurance to include community volunteer work.

### 6.4 Recognition

All staff and volunteers responsible for volunteer supervision are encouraged to undertake methods of recognition of volunteer service periodically ranging from a simple "thank you" to a concerted effort to include volunteers as full participants in decision making and implementation for projects which involve the volunteer.

### 6.5 Volunteer career paths

Volunteers are encouraged to develop their skills while serving with Coventry Growth Initiatives, and are to be assisted through promotion to new volunteer jobs to assume additional and greater responsibilities. If so desired by the volunteer, Coventry Growth Initiatives will assist the volunteer in maintaining appropriate records of volunteer experience that will assist the volunteer in future career opportunities, both paid and volunteer.

### 6.6 Staff recognition

The Volunteer Bureau shall design a recognition programme for staff who work well with volunteers, and shall consult with volunteers to identify appropriate staff to receive such awards.

### 6.7 Equal Opportunities/ Health and Safety/ Vulnerable Adults

Please refer to the organisational policy handbook .

## **Volunteer Document Checklist**

Please check each box of documents read and understood during your induction:

1. Volunteer Agreement
2. Volunteer Involvement
3. Volunteer Policy and Procedures

Name of Volunteer: \_\_\_\_\_ Date: \_\_\_\_\_

Name of Staff doing Induction: \_\_\_\_\_ Date: \_\_\_\_\_

Signature of Volunteer: \_\_\_\_\_