

# Volunteer Policy

As a volunteer you are an important person to us and we want to help you get the most out of your volunteering. We also have some rules and guidelines which we hope will make things run smoothly. This policy outlines what you can expect from us and what we expect from you.

## **Definition of a Volunteer**

A volunteer is someone who gives their time, personal qualities and skills freely, benefiting both the organization and the wider community.

## **Tasks**

Volunteers are offered a wide range of opportunities. Cafe kino is flexible in response to new areas of volunteer involvement. All volunteers have a distinct area of work with identifiable tasks.

## **Equal Opportunities**

Cafe Kino actively opposes all forms of discrimination and expects all volunteers to work within its Equal Opportunities Policy.

## **Confidentiality**

All volunteer interviews, completed applications forms, references or any other records are treated in confidence and kept in a secure place. Volunteers are expected to treat information given whilst working at Cafe Kino as confidential.

## **Training**

No volunteer is expected to fulfill a task until they feel they are confident and able. Volunteers are offered training opportunities on an on-going basis that both consolidates and extends their knowledge in their own area of volunteering as well as in areas that they might find of general interest.

## **Support**

All volunteers will work alongside a member of staff, from whom they can gain support and guidance. The Volunteer Co-ordinator will be available to talk in confidence to all volunteers

## **Consultation**

Volunteers will be consulted about changes in policy that have direct bearing on their work. Volunteers are encouraged to participate in and make suggestions about future developments.

## **Recognition**

Cafe kino recognizes and values the contribution that volunteers make. All appropriate and relevant policies will be made available to volunteers which will recognize the important work that they do.

## **Health and Safety**

Cafe Kino will not put volunteers or others at risk. Cafe Kino expects its volunteers not to be under the influence of drink or recreational drugs whilst doing their voluntary work. If a volunteer is on medication that affects their ability to do his/her work, then this must be reported to the Volunteer Co-ordinator before your shift.

**Insurance**

Volunteers are covered for public liability and personal accident.

**Grievance and Disciplinary Procedure**

All volunteers have the right to complain if they are unhappy about a particular aspect of their voluntary work

Volunteers on the other hand can be disciplined if they contravene any of Cafe Kino's regulations.