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**JOURNEY TO JUSTICE VOLUNTEER POLICY**

**1. Purpose**

The purpose of this policy is to provide overall guidance and direction to Journey to Justice staff and volunteers engaged in volunteer involvement.

It is intended for internal guidance only and does not constitute either implicitly or explicitly, a binding contractual or personnel agreement.

For the purpose of this policy, a ‘volunteer’ is anyone who – without compensation or expectation of compensation beyond reimbursement of expenses incurred in the course of their duties – performs a task directed by and on behalf of Journey to Justice.

Volunteers are viewed as a valuable resource to Journey to Justice. Volunteers shall be given the right to:

* Be given meaningful assignments
* Be treated as equal co-workers
* Appropriate and effective supervision
* Full involvement and participation
* Recognition for work done
* Training and support

In return, volunteers shall agree to perform their duties to the best of their abilities and to remain committed to the vision, aims and mission of Journey to Justice and to our Equal Opportunities and Diversity Policy. The actions of volunteers must never damage the reputation of Journey to Justice. Volunteers cannot be linked to organisations whose views are opposed to those held by Journey to Justice.

**2. Equal opportunities**

Journey to Justice is committed to equal opportunities and to the human rights of all people whatever their background. Journey to Justice will treat all people fairly, whether they are seeking and using Journey to Justice’s services, volunteering, applying for a job, already employed by Journey to Justice or contracting to supply goods or services to Journey to Justice. Journey to Justice will not discriminate unfairly on grounds of age, racial heritage, disability, ethnic origin, gender, marital status, nationality, physical attributes, religious beliefs, responsibility for dependents or sexual orientation.

**3. Recruitment**

Volunteers may be recruited either through an interest in a specific activity or through a general interest in volunteering which will be matched with a particular function.

Journey to Justice will take on volunteers as required. Journey to Justice will determine whether the volunteer’s application will be accepted subject, where appropriate, to interview, satisfactory references and DBS check.

**4. Agreement**

Volunteers are expected to perform their duties on a regular scheduled and punctual basis. When expecting to be absent from a scheduled duty, volunteers should inform Journey to Justice as far in advance as possible so that alternative arrangements may be made. Continual absenteeism will result in a review of the volunteer’s work assignment or term of service.

Volunteers who do not adhere to Journey to Justice policies and procedures or who fail to perform their volunteer duties will be supported through supervision and, if no improvement is made, may be subject to their volunteer agreement being ended. *See the attached policies on grievance and disciplinary procedures.*

No volunteer will have their agreement ended until he/she has had an opportunity to discuss the reasons for this with supervisory staff.

Only authorised representatives of Journey to Justice may end a volunteer’s agreement. *(see attached disciplinary procedures).* Volunteers may resign from their volunteer service with the organisation at any time. It is requested that volunteers who intend to resign provide advance notice of their departure and give the reason for their decision.

**5. Support and supervision**

Support and supervision sessions with the volunteer should take place regularly.

**6. Training**

Volunteers should attempt to improve their levels of skill during their service. Additional training and personal development will be made available to volunteers as and when required.

**7. Working at home**

Volunteers are responsible for ensuring that their home environment is safe (check loose wires, faulty electrics etc) and well-lit and ventilated and that they take regular breaks from computer work and have suitable equipment and furniture conducive to comfort.

**8. Recognition**

Journey to Justice recognises the contribution that volunteers give and when possible will promote the value of volunteers.

**9. Insurance and Health and Safety**

Volunteers are subject to Journey to Justice’s Health and Safety Policy at all times and this will be included in the volunteer induction programme provided by the Journey to Justice Volunteer Co-ordinator\*. It includes details of the proper use of equipment, building security and safety, first aid and health and safety training.

\*This post is currently vacant. A new co-ordinator will be recruited as soon as possible.

**10. 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, other volunteer, client or other person or involves the overall business of Journey to Justice.

Failure to maintain confidentiality may result in termination of the volunteer’s relationship with Journey to Justice.

**11. Volunteers who Receive Benefits**

Volunteers who are unemployed have the right to volunteer their time at Journey to Justice without having their benefits affected. This includes people receiving Job Seekers Allowance, Income Support and Incapacity Benefit.

Volunteers must inform their Job Centre that they are participating in voluntary work.

**12. Behaviour and Personal Conduct**

While working with Journey to Justice volunteers are expected to:

* Promote the aims, vision and mission of Journey to Justice
* Perform their volunteer duties to the best of their ability
* Adhere to policies and procedures, including record keeping requirements and confidentiality and client information
* Maintain regular communication and meet time and duty commitments, except in exceptional circumstances, or to provide adequate notice so that alternative arrangements can be made
* Be an active member of the team
* Gain valuable experience from the voluntary opportunity

**13. Grievance Policy**

Journey to Justice aims to create a work environment where volunteers feel valued in their work. We recognise that there may be occasions when volunteers have concerns or grievances. *Please see attached Journey to Justice Grievance Procedures for Volunteers.*

**14. Disciplinary Policy**

Journey to Justice also recognises that there will be occasions where disciplinary and/or performance problems arise. *Please see the attached Journey to Justice Disciplinary Procedures for Volunteers* which aims to ensure that if such problems do arise, they are dealt with fairly and consistently.

**15. Review**

Journey to Justice will review this policy annually.

**AGREED: 15/07/17**