

ZAMBIA THERAPEUTIC ART

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1.1 Statement on the role of volunteers

ZAMBIA THERAPEUTIC ART (ZTA) could not exist without our volunteers and the unique role they have within our organisation. The skills and experience which volunteers bring to ZTA allow us to provide high quality training and support to our partners in Africa. Volunteers also help create awareness of ZTA and the work it does.

Through their roles with ZTA, volunteers have the opportunity to make full use of their current skills and knowledge as well as develop new skills and knowledge. They also get the chance to work in a different culture and undertake important, varied and rewarding work.

A specific ZTA Trustee or advisor will be responsible for the day to day management, guidance and support of volunteers as they perform work on ZTA's behalf.

1.2 Purpose of Volunteer Policy

The Volunteering Policy applies to all ZTA volunteers, including the Trustees. The purpose of the policy is to set out ZTA's aims and approach to the involvement of volunteers. It provides guidance and direction to both volunteers and staff involved in working with and managing volunteers. This is not intended to create a legally binding relationship or contractual agreement. The engagement will be binding in honour only, there being no legal agreement between ZTA and the volunteer.

1.3 Definition of a 'volunteer'

A 'volunteer' is anyone who gives of their time and skills freely, and adds value to an organisation without payment or expectation of payment other than reimbursement of expenses incurred in the course of their voluntary role. A volunteer must have successfully completed the ZTA recruitment procedure before taking up their role, and will then be formally acknowledged as a ZTA volunteer by a ZTA Trustee. Only at this point is the person recognised as a registered volunteer.

1.4 Diversity statement

ZTA is firmly committed to and works towards diversity in all areas of our work. ZTA believes that the organisation benefits from the involvement of people from diverse cultures and perspectives and experiences. ZTA is committed to the development of an organisation in which a wide range of different values, ideas, backgrounds, experiences, abilities and needs are encouraged, nurtured and valued.

ZTA actively seeks to recruit volunteers from all walks of life. We will not discriminate on the grounds of gender, disability, sexual orientation, race, religion or other characteristic. However, it is acknowledged that ZTA works in countries where the legislation, history and culture of diversity are different from the UK.

1.5 ZTA Voluntary service structure

Volunteers are accountable to the ZTA Board. The ZTA Board has strategic responsibility for all aspects of the charity. The Trustees have shared responsibility for the development of volunteering across ZTA including management of the recruitment, training and support of volunteers. Volunteers are responsible to a specific Trustee, or to an advisor working on ZTA's behalf.

1.6 Volunteer agreement

During the Induction process volunteers will be given a copy of the ZTA Volunteer Agreement. This will be signed both by the volunteer and a ZTA Trustee. The volunteer will retain a copy and the other will be retained by the Secretary to the ZTA Board.

1.6.1 ZTA's commitment to volunteers

ZTA volunteers can expect:

- to be valued as an individual
- to be respected for their skills, dignity and individual needs
- to have support, feedback, appreciation and encouragement
- to have opportunities to contribute to developments
- to have opportunities to discuss concerns or problems relating to their roles
- not to have their roles changed without prior discussion
- reimbursement for out of pocket expenses
- to be insured
- that ZTA has an agreed policy on volunteering
- up to date information about the organisation and its development
- information about philosophy, policies and procedures
- clear guidelines within which to carry out duties
- a clearly defined role and to be enabled to carry out their role
- opportunities for training, both general and specialised, to assist in their volunteer role
- structured working
- a safe and healthy working environment
- to reserve the right to say no

1.6.2 What is expected from ZTA volunteers?

ZTA asks its volunteers:

- to work both with clients and each other in line with the ZTA Code of Conduct
- to show commitment to the organisation
- to treat everyone with respect and courtesy
- to have a flexible approach to their duties
- to be sensitive and tactful in their dealings with others
- to adhere to ZTA policies and follow procedures and guidelines
- to be punctual
- to be reliable and regular in their attendance
- to inform the organisation in case of absence
- to respect confidentiality
- to have read and understood volunteer policy and guidelines

- to be prepared to undertake training necessary to their role
- to carry out their duties to the best of their ability
- to discuss concerns with the appropriate ZTA Trustee or advisor
- to consult with the appropriate person if in need of help/guidance

1.7 Who can become a volunteer with ZTA?

ZTA welcomes applications from anyone who is 18 or over interested in becoming a volunteer and who has the qualifications and or experience required to perform the volunteer role required.

1.8 Confidentiality

Volunteers are responsible for maintaining the confidentiality of all information relating to clients, staff, donors, volunteers and the business of the charity. Volunteers will not disclose any information about a client to a third party without the permission of the client. When such agreement is sought, the volunteer will explain to the client how the information will be communicated and for what purpose. Failure to keep confidentiality will be considered a most serious matter and may result in the person being asked to stop volunteering.

Exceptionally, a volunteer may disclose information obtained during the working relationship with the client in the interests of the safety of the client and/or others. In advance of this disclosure, whenever practicable, the client's permission will be sought and the supervisor consulted.

Please refer to the ZTA Safeguarding and Whistleblowing Policies for further guidance and information.

1.9 Media and Social Media

Volunteers are not permitted to speak on behalf of ZTA to the press or media unless specifically asked by a ZTA Trustee. The use of social media to record, promote or discuss the work of ZTA is only permissible with the authorisation of a ZTA Trustee.

Section 2: Volunteer Recruitment and Selection

This section outlines the approach to the recruitment and selection of all volunteers except for the Board of Trustees. A separate process exists for Board recruitment.

2.1 Volunteer role descriptions

Role descriptions will include an outline of the purpose and duties of the role and capabilities required to undertake the role. Before any new area of volunteering is developed, a description of the tasks which may be undertaken by volunteers is drawn up.

2.2 Recruitment and selection

Serious consideration is given to every application and prospective volunteers will be interviewed by a ZTA Trustee. Two references are required, one of which should ideally be from a previous employer, volunteer manager or equivalent, or a person of good standing in the local community. References from relatives are not accepted. For those working with vulnerable people, evidence of disclosure under the PVG scheme is required (please see section 2.4). A check to validate the identity of the applicant is required during the recruitment process for all volunteers.

2.3 Records and data protection

Confidential records detailing names, addresses, telephone numbers and so on are held on the ZTA Database. In addition, start dates, area of volunteering and training undertaken are noted both in paper records and on the database.

ZTA staff will also maintain file notes relating to key issues raised by or discussions with volunteers in order to ensure effective volunteer support and management. Disclosure Certificates are destroyed as soon as possible after recruitment is finalised. A record containing the volunteer's name, the type of Disclosure and the number of the certificate is held on the Database.

Volunteer records will be accorded confidentiality and volunteers are welcome to have access to their personal record following a request in writing to the ZTA Chairperson. Information about volunteers will not be passed on without the prior consent of the volunteer concerned. All records are held in accordance with the Data Protection Act.

2.4 Criminal Records Checks – Disclosures

ZTA is committed to providing a safe and protected environment. As part of the volunteer recruitment process a self-disclosure form has to be completed by the applicant. Volunteers working with vulnerable people are required to be a member of the Protection of Vulnerable Groups scheme, and are asked to provide ZTA with evidence of this.

2.4.1 Barring

In instances when vetting or referral information indicates that a person may prove a risk to vulnerable people, ZTA would be obliged to inform Disclosure Scotland.

If a person is considered a risk and unsuitable to work with vulnerable people, Disclosure Scotland will list them on one or both of the barred lists. This means that the person will not be able to become a PVG Scheme member in relation to one or both areas of work. It will be an offence for a barred person and for ZTA to permit that person to undertake such work.

An unsatisfactory disclosure arising during the volunteer recruitment and selection process will result in the candidate's application not being progressed further.

2.5 Expenses

ZTA strongly encourages all volunteers to claim reasonable out of pocket expenses incurred in the course of their volunteering. Agreed subsistence and accommodation costs, plus travel by flights, buses, trains or cars will be reimbursed, as will any telephone calls made from home. All receipts or travel tickets must be kept and accompany any completed expenses claim form. Expenses claim forms can be obtained from the ZTA and should be returned to them for authorisation. Mileage will be reimbursed at the current ZTA mileage rate.

2.6 Insurance

All registered ZTA volunteers are covered under the Professional Indemnity, Public Liability and Directors and Officers policies taken out by ZTA.

2.7 Health and Safety

ZTA requires that volunteers and staff exercise a duty of care to themselves and others with regard to Health and Safety. They are required to follow the Health and Safety Policy and co-operate in maintaining healthy and safe conditions and to avoid actions which may be detrimental to the health and safety of themselves and others.

Volunteers should not undertake any activity where they feel there is an element of undue risk attached to the task. They should discuss their concerns with the relevant ZTA Trustee and only when the issue is resolved should the volunteer undertake the task/activity.

Section 3: Training, Development and Guidance

3.1 Induction

All new volunteers will be inducted into ZTA by the ZTA Trustee responsible for their role. Volunteers will receive an induction which includes important Health and Safety information. A specific induction programme also exists for newly appointed Board Trustees.

3.2 Introductory period

Volunteers are involved for an introductory period of three months. This gives volunteers an opportunity to be sure that this is what they want to do and gives ZTA the opportunity to make sure that individuals are suited to their particular volunteering role. An informal review will be held after three months to confirm or change the arrangement. Volunteers who will be working overseas will have an trial visit to the country to establish their suitability.

3.3 Communication

Good communication is essential to safe and effective working within ZTA. The ZTA trustees will be responsible for making sure any volunteers are kept informed of current work and developments. Volunteers have a responsibility to keep up to date with all information provided and to ask if there is anything they are unsure about. The ZTA Blog is also an essential and invaluable source..

3.4 Guidance and support

ZTA aims to offer support to all volunteers and to have a clearly Trustee to whom they report. Because of the nature of ZTA, teamwork is important and it is vital that Trustees and volunteers communicate well, provide support to each other and work well together. In the South East of Scotland ZTA makes use of the Healthlink 360 service for counselling and debriefing support for volunteers working in roles where this support is an appropriate option. ZTA will endeavour to identify similar support services for volunteers based elsewhere, should this support be required.

3.5 Reviews

It is vital for the smooth running of the service that a regular reviews is carried out. This is undertaken on an ongoing basis through informal discussion, and a more formal review happens annually where the volunteer has the opportunity to reflect on their input to the project. A record of the annual review will be kept on file.

3.6 Training

Volunteers have access to a range of learning and development opportunities including dedicated training sessions, e-learning and Continuous Personal Development (CPD). Volunteers' learning and development needs will be discussed with their supervising Trustee and arrangements made as necessary and appropriate.

3.7 Problems and Concerns

ZTA is committed to providing high quality support to partners, clients and to volunteers. It is fundamental to ZTA that good communications and good working relationships are established and maintained between ZTA volunteers, partners and clients. With a spirit of trust and respect between people working together, the number of occasions when serious problems arise should be minimal. However, if they do, it is important that guidance exists on how to deal with the situation.

If a volunteer has concerns about their experience in ZTA they should follow the steps outlined below:

- In the first instance speak to their supervising Trustee. The aim is always to resolve issues locally whenever possible.

Should the volunteer still be unhappy with the outcome of these discussions they should:

- Speak to the ZTA Chairperson who will review the situation. The decision made at this step is final. In a situation where an issue directly involves the Chairperson, another Trustee will conduct this review. If a volunteer feels unable to speak to anyone at ZTA they can approach The Office of the Scottish Charity Regulator.
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If a volunteer's activities do not meet with ZTA expectations or standards or appear to be working outwith the ZTA Code of Conduct the supervising Trustee will speak with the volunteer concerned and give every support and help to improve the situation. This may include the offer of further training. If this proves unsuccessful, the supervising Trustee and the volunteer will explore a possible way forward which may include asking the volunteer to stop volunteering.

There may be times however when the situation is so serious that the volunteer may be asked to stop volunteering at an earlier stage in the process. Situations that would be considered very serious include: fraud, theft, serious breach of confidentiality, inappropriate behaviour towards clients, fellow volunteers or staff eg harassment, bullying, violence, social media incidents, breakdown of working relationships etc.

ZTA will maintain confidential records relating to any incident/difficult situation involving a volunteer, including notes of any discussions or meetings held with the volunteer or other persons involved.

3.8 Time Out

There is a wide range of factors which may lead to a volunteer wishing to take time out from their work with ZTA. These may include personal or family illness, a significant life event including bereavement and so on. Volunteers are ZTA's most valuable asset so we will support any volunteer who wishes time out from their volunteering.

The volunteer should discuss their wish to take time out with their supervising Trustee and explore how much time might be required. The volunteer and Trustee should agree what support or contact might be appropriate, if any, during the period of absence.

A volunteer may also take time out from working with ZTA clients following observations by their supervising Trustee that they are currently not fit enough emotionally or psychologically to work with clients. The volunteer may wish in due course to continue their involvement, and should consult with their Trustee if they have not already done so.

3.9 Ending the volunteering relationship

We recognise that volunteers will end their relationship with ZTA for a variety of reasons. There will also be occasions when ZTA will find it necessary to end volunteering relationships. When a volunteer decides to leave ZTA this is taken forward and initially acknowledged by their supervising Trustee. ZTA will ensure details are removed from the Database when a volunteer leaves. A letter of thanks on behalf of ZTA will also be issued from the Chair of the Board of Trustees.

Date	Action	Responsibility
26.02.18	Policy drafted	CB
03.04.20	Reviewed and revised	SNWB