



Volunteers Policy

The Brentford Toy Library is a registered charity that offers free and inclusive play sessions to pre-school children from Brentford and surrounding areas. The Management Committee and the day-to-day procedures of the scheme are run and organised by volunteers.

Recruitment

We will use appropriate means to advertise for volunteers locally that take into account the principles of our Equal Opportunities and Diversity Policies. A Trustee and/ or the Toy Library Manager will interview the applicant. If this is successful the two references asked for will be taken up.

A criminal records check with the Criminal Records Bureau will be made (if relevant) for every volunteer.

Induction and Training

There will be an induction prepared and delivered by a Trustee or the Toy Library Manager.

This will include:

The role of the volunteer

A list of all staff members, volunteers and the Management Committee

Copies of all the relevant policies including this Volunteer policy and those, Confidentiality, Health and Safety, Equal Opportunities and Diversity, and Conflict Management.

Essential procedures i.e. timekeeping, rota etc.

Induction training and details of ongoing training

Other information as appropriate.

There will be a trial period of **3** play sessions.

This is to give the organisation and the volunteer time to discover if they are suited to each other. A review will be made midway through the trial period and also at the end.

Expenses

At the Brentford Toy Library we value our volunteers and want to ensure that there are no barriers to volunteer involvement. Where applicable we will try to ensure that out-of-pocket expenses, if required, will be reimbursed. These could include outgoings for travel and childcare. In order to claim expenses, an expenses form must be completed and given to the Treasurer or the Toy Library Manager.

Support

The Toy Library Manager and other volunteers will offer support to the volunteers. There will be a briefing session at the beginning and a de-briefing at the end of each session.

The Toy Library Manager will support all volunteers and will have regular meetings with the volunteers to discuss any problems or issues that may arise.

The Toy Library Manager will receive support and regular supervision sessions from the Chair of the Management Committee (or from another named committee member)

Insurance

The organisation has a valid insurance policy that you are advised to read.

Confidentiality

This organisation's process requires an explicit confidentiality policy, which all workers, which includes Management Committee, volunteers and staff, are obliged to observe

Resolving Problems

The relationship between the organisation and its volunteer workers is entirely voluntary and does not imply any contract. However, it is important that the organisation is able to maintain its agreed standards of service to the clients who use it, and it is also important that volunteers should enjoy making their contribution to this service.

If your role as a volunteer does not meet with the organisation's standards, here is how it will be dealt with:

Initially with a meeting with The Toy Library Manager who will explain the concerns.

If this does not resolve the concern then a meeting with the chair of the management committee will be convened.

If your work still does not meet with our standards then we shall have to stop using your services.

At all times you will be able to freely state your case and can have a friend to accompany you.

If you are dissatisfied with any aspect of your work you should:

Initially explain your dissatisfaction with the Toy Library Manager

If that does not resolve the issue then a formal meeting with the Chair of the Management Committee should follow.

If needed a meeting with the entire Management Committee could be convened.

If after this, your dissatisfaction remains unresolved, and we are unable to resolve your grievance, then it would be inappropriate for you to continue to be a volunteer.

At all times you will be freely able to state your case and can have a friend to accompany you

This Volunteer policy is freely accessible to all. It will be reviewed on a yearly basis to adapt or improve it.