



Volunteer Policy

Indigo Kids exists to provide and promote inclusion support to parents / carers in the Nottingham, Nottinghamshire and Derbyshire areas. To achieve this, we shall provide information, resources training and guest speakers that will promote an understanding of all-inclusive issues, and offer support through networking with statutory and voluntary organisations.

We firmly believe that Volunteers offer a valuable contribution to our organisation. We want to recognise this commitment by setting out in this policy what we can provide to encourage and support volunteers and also to give an idea of the kinds of areas of our service with which we need support.

In line with our mission and core values, Indigo Kids seeks to involve volunteers to:

- Ensure that our services meet the needs of our service users
- Provide new skills and perspectives
- Increase our contact with the local community we serve

This Volunteering Policy is underpinned by the following principles:

- Indigo Kids will ensure that volunteers are properly integrated into the organisational structure and that mechanisms are in place for them to contribute to Indigo Kids' work.
- Indigo Kids does not aim to introduce volunteers to replace paid staff.
- Indigo Kids expects that staff at all levels will work positively with volunteers and where appropriate, will actively seek to involve them in their work.
- Indigo Kids recognises that volunteers require satisfying work and personal development and will seek to help volunteers meet these needs, as well as providing the training for them to do their work effectively.

Recruitment of Volunteers

Indigo Kids will not recruit volunteers to replace paid staff. In general, we will recruit volunteers for specific tasks or projects.

All prospective volunteers will have the opportunity to meet a designated committee member who will enquire about what they would like to do, their particular skills, suitability and how best their potential as a volunteer might be realised. The organisation is committed to identifying opportunities for volunteers where practicable.

Indigo Kids operates an equal opportunities policy in respect of paid staff and this will be applied to volunteers.

We want to encourage interest in working as a volunteer with Indigo Kids from all sectors of the community without favour or discrimination in respect of nationality, race, marital status, religious beliefs, gender or political beliefs. Our aim, throughout this policy is to ensure that volunteers are treated in a fair and consistent way.

Indigo Kids recognises that volunteers will often need flexible arrangements regarding the amount of time and level of commitment they are able to give. We try to work within these constraints. Whatever the level of commitment a volunteer is able to give, we will recognise and value their contribution.

We will always try to match what a volunteer feels able to take on with our users' needs and our organisational needs.

Induction and training

On joining Indigo Kids volunteers may wish to learn more about the organisation, what we are trying to achieve and how we work.

Volunteers may also need to understand that the tasks or projects in which they will be involved, some of which may need some particular skills. Such consideration will take place within the setting in which they will be helping.

Indigo Kids aims to support volunteers by giving them the information they need about:

- What Indigo Kids is trying to achieve
- The way we work with volunteers
- Where the volunteer will be located
- The tasks in which the volunteer will be involved
- Any learning needs of the volunteer
- The guidance and support we provide
- How volunteers can raise matters about which they are concerned
- How we deal with complaints from or about a volunteer
- The systems we use, for example on how we reimburse expenses

All volunteers will have their necessary expenses reimbursed

All volunteers will be covered by Indigo Kids' Health and Safety Policy, a copy of which will be provided for each volunteer.

Volunteers will be bound by the same requirements for confidentiality as paid staff.

Grievances

If a volunteer has a grievance, we will endeavour to resolve any issues as quickly as possible. Indigo Kids has a Grievance Policy and this should be referred and adhered to. All grievances will be heard by a committee member. Indigo Kids holds the right to seek the support of external bodies, such as Ashfield Volunteering to support and ensure fairness in all grievance matters.

In the first instance, the volunteer should speak to their committee contact about their concerns. We will aim to respond speedily and fairly to resolve the grievance, and will seek guidance/support from Ashfield Volunteering to enable this to happen. We would adopt the same approach if a complaint is received about a volunteer.

Disciplinary Action

In the event of disciplinary action, Indigo Kids has a Disciplinary Policy, which should be referred and adhered to. All disciplinary action and any sanctions will be fair and

implemented by a committee member. Indigo Kids holds the right to seek the support of external bodies, such as Ashfield Volunteering to support and ensure fairness in all disciplinary matters