



Amaze Volunteer Policy

1. Purpose and scope of policy

Volunteers have an important role in the work of Amaze with parent carers and children and young people with special educational needs and disabilities. Volunteers can enhance and extend our work. They can help us make services more flexible and accessible. Volunteers who are themselves disabled or neurodivergent or are parent carers enrich our work with their unique experience and the model they offer others. Amaze is committed to using volunteers in ways that are safe, supportive and value the contribution made by volunteers. In regard to parent carer forum (PCF)parent reps please refer to PCF Governing Documents rather than this Volunteering Policy.

2. Amaze's commitment to volunteering

Amaze:

- Will demonstrate its commitment to volunteers by having a designated management committee member to take an overview of our volunteering policy and use of volunteers.
- Will include within its budget the appropriate resources for the management and development of volunteers.
- Recognises that the management of volunteers requires designated responsibilities. Therefore, every volunteer will have a named person who will provide ongoing support and supervision appropriate to the nature of the volunteering.
- Will ensure that volunteers are involved in the strategic planning process.
- Expects that staff at all levels will work positively with volunteers and, where appropriate look for opportunities for volunteer involvement.
- Will strive to offer volunteers an experience that is safe, supportive and free from bullying, harassment or discrimination
- Will review and develop its volunteering programme.

3. Recruitment & selection

Amaze:

- Will seek to recruit volunteers from all sections of the community, in line with Amaze's Equalities Policy.
- Will endeavour to promote our volunteering opportunities to a diverse audience and in particular to encourage parent carers and young people who have used our service to volunteer with us.
- Will offer inclusive volunteer opportunities and be ready to adapt volunteer roles and volunteering arrangements so they are open to carers and disabled and neurodivergent people Will ask all potential volunteers to complete a simple application form or appropriate alternative and to supply the details of two appropriate referees. These referees will be approached prior to the commencement of volunteering.
- Will informally interview potential volunteers in order to:
 - provide an overview of the work Amaze undertakes and to discuss in more detail the requirements of the role.
 - begin to determine suitability for the role
 - answer questions in relation to Amaze and volunteering



- consider reasonable adjustments that will make volunteering more accessible for potential volunteers with additional needs
- Will provide training in preparation for volunteering. This training will relate to the role applied for and will ensure that the volunteer has the skills and knowledge to undertake the volunteering role.
- Will assess the suitability of all volunteers through the course of their induction training, which forms part of the selection process.
- Will ask volunteers whose roles entail visiting families in their homes or involve regular and unsupervised contact with young people and/or adults at risk to complete a DBS check.
- Will provide feedback when we are unable to offer a volunteering opportunity.
- Will request that a volunteer agreement is signed prior to volunteering commencing.
- Will adhere to our policy on the recruitment of ex-offenders where applicable.

4. Induction, training and supervision

Amaze will provide all new volunteers with initial training appropriate to their role and an induction that includes Amaze's ethos and mission; the staffing and management structure; relevant policies; essential procedures and equipment. Amaze is committed to providing volunteers with support, supervision and ongoing training appropriate to their volunteering work. The form supervision takes will vary according to the nature of the volunteering undertaken, and will include a form of annual review for all volunteers appropriate to their particular role. The supervisor will assign work, plan training and development and respond to ideas and concerns. Amaze volunteers will have the opportunity to ask for support, and to give and receive feedback about their volunteering. See section 11 below about resolving problems. Where possible Amaze will support volunteers' personal development goals.

5. Expenses

Amaze will reimburse volunteers for all agreed and reasonable out of pocket expenses incurred while volunteering for Amaze in line with the expenses policy.

6. Time recording

Amaze may ask volunteers to record their time given to Amaze and volunteers will be advised how to record and report this. This will enable the overall volunteer contribution to our work to be quantified, which will assist us in funding bids and when reporting on our work.

7. Insurance

All volunteers are covered by Amaze's insurance policy whilst they are on the premises or engaged in any work on the organisation's behalf. Policies held include public and employer's liability. Amaze does not provide motor insurance for volunteers using their own vehicles. Volunteers are advised to inform their insurer that they may use their vehicle for travel related to their volunteering.

8. Health and Safety

Amaze's Health and Safety Policy covers the general welfare of all volunteers. All volunteers are given health and safety information relevant to their location and role as part of their induction.



9. Confidentiality and data protection

Amaze strives to create an atmosphere of trust, where people are able to speak with confidence and know that information concerning them is handled and stored in a safe manner. Amaze sets out how we comply with law and good practice around data and confidentiality in a Privacy Statement and a Data Protection and Confidentiality Policy. Amaze will ensure that volunteers are aware of their obligations with regard to confidentiality and data protection by providing appropriate information and training in accordance with the Data Protection and Confidentiality policy, including clear guidance about how this applies to their particular volunteer roles. Personal information about volunteers is stored securely with the volunteer's consent and accessed only by staff members and volunteers who are authorised to use it for volunteer management purposes.

10. Safeguarding of Children and Vulnerable Adults

Amaze will ensure that volunteers are aware of our Safeguarding policy and procedure. Amaze will ensure that volunteers are equipped to fulfil their obligations with regard to safeguarding through appropriate information, training and support.

11. Resolving Problems

Amaze is committed to dealing with any complaints or concerns volunteers may have. Amaze will respond sensitively where a volunteer reports feeling bullied, harassed or subject to discrimination in the course of their volunteering. Volunteers have the right to discuss any concerns they may have with their supervisor or named contact at any time. We would expect that any problems should be raised in this way first, unless there are exceptional circumstances that mean the volunteer feels unable to do this in which case they may initially contact the supervisor's manager. If the supervisor/manager is unable to resolve the problem the volunteer can refer the matter in writing to the Chief Executive. The Chief Executive will contact them within five working days arrange a convenient time to meet or speak. Following this meeting they will confirm their decision in writing to the volunteer. If the volunteer wishes to appeal against their decision, they may do so in writing to the Amaze trustees via the Personnel Sub Group within 10 working days. The trustees will consider the appeal and their decision will be final. Volunteers may be accompanied to any meeting by a person of their choice.

Amaze recognises that on rare occasions it may be necessary to meet with a volunteer to discuss a matter of concern that cannot be dealt with through supervision either because this has been tried and it has not resolved the issue or because of the serious nature of the concern. In this event, the volunteer will be invited in writing to meet with their supervisor and/or another representative of Amaze. The letter will outline the reason for the meeting. During the meeting the matter of concern will be discussed. If following the meeting the matter is resolved, this will be confirmed in writing. If the situation is deemed as needing further attention, the volunteer will be invited in writing to a formal meeting with the Chief Executive. If possible an action plan will be agreed at this meeting but in some circumstances the volunteer may be asked to cease volunteering with Amaze. The outcome of this meeting will be confirmed in writing. If the volunteer wishes to appeal against the decision, they may do so in writing to the Amaze trustees via the Personnel Sub Group within 10 working days. The trustees will consider the appeal and their decision will be final. The volunteer may be accompanied to all meetings by a person of their



choice. In exceptional cases due to the severity of the issue a volunteer might be asked to stop volunteering immediately and this will be confirmed in writing.