

# Volunteer Policy



## INTRODUCTION

Revive MS Support exists to provide therapies and support, within a non-clinical setting, to people living with Multiple Sclerosis in order to enhance their health, wellbeing and quality of life. Through the therapies and services provided at our Centre in Govan, as well as our outreach clinics in the West of Scotland, Revive MS Support empowers people with MS to lead a fuller life. We also support relatives and carers of those affected in meeting any challenges which they might encounter. Additionally, to ensure that people with MS receive the best possible care, it is important that we use our expertise to inform the appropriate authorities about the needs of those living with the illness, campaigning at the same time for improved facilities throughout the country and for appropriate levels of resourcing in order to minimise the impact of the condition on individuals and families.

Revive MS Support is an independent charity, governed by a Board of Trustees, registered charity no. SC022886.

## WHAT IS A VOLUNTEER?

A volunteer – also sometimes known as a Friend of Revive – is someone who does not receive financial reimbursement beyond that of out of pocket expenses and who performs a task, at the request of, or on behalf of, Revive.

The volunteer relationship is binding in honour, trust and mutual understanding. No enforceable obligation, contractual or otherwise, can be imposed upon volunteers to attend. However, there is an expectation that volunteers will communicate their availability in a timely manner.

## REVIVE'S COMMITMENTS TO VOLUNTEERS

Volunteers are a valued and integral part of Revive. Their activities contribute a great deal to our wider efforts to give our clients the excellent level of service and care they receive when they use our Centre or otherwise attend for an appointment at one of our outreach locations. They are also important in helping Revive raise the funds that we need to maintain (and develop) our services.

Revive MS Support commits:

- To continually develop and maintain excellent relationships with its volunteers;
- To never introducing volunteers to replace paid staff;
- To recognise that successful volunteer involvement incorporates the individual's motivations, aspirations and choices;
- To ensure paid staff are trained to work with volunteers and fully incorporate volunteers into the organisational structure.

- To ensure volunteers receive appropriate training and support to help them deliver in their roles.
- To celebrate success, recognise loyalty and dedication.
- To respect volunteers, listen and learn from what they have to say, consistently encouraging two-way communication.
- To foster a friendly and supportive atmosphere therefore aiming to make volunteering enjoyable.
- To resolve fairly and quickly any complaints or grievances.
- To ensure the health, safety and welfare of all Revive volunteers whilst they are undertaking their volunteering activities.

## **REVIVE'S EXPECTATIONS OF VOLUNTEERS**

We expect our Volunteers to:

- Maintain and uphold the good name and reputation of Revive, abiding by Revive's values and ethos.
- Co-operate and work with paid members of staff, to listen and learn from what they have to say to achieve the aims of the Revive.
- Aim for high standards of efficiency, reliability and quality in all aspects of their contribution.
- Encourage two-way communication with other volunteers and paid staff, fostering a pleasant and friendly atmosphere.
- Support Revive's equal opportunities and diversity policy and help promote the diversity of its staff and supporters.
- Work within the law, attend required training, and to seek advice from their supervisor when required.
- Respect the need for confidentiality whenever they have access to restricted information.
- Take reasonable care of their own health and safety whilst volunteering, and that of others who may be affected by their acts or omissions.

## **RECRUITMENT**

Revive encourages involvement by volunteers from all sections of the community and will not discriminate against any volunteers in the selection procedure. Revive welcomes volunteers of all ages – we do not specify an upper age limit (except in the area of driving) and Revive recognises the valuable contribution made by older volunteers in terms of knowledge and experience.

Similarly, young volunteers can bring fresh perspectives and enthusiasm to the Charity whilst gaining valuable skills and experience – Revive has a minimum age requirement for volunteers of 16 years of age (those who have not reached the age of 18 will be protected in accordance with the Health and Safety (Young Persons) Regulations).

The charity would be irresponsible if it permitted volunteers to continue beyond a point where volunteering may be detrimental to their own or other people's health or safety and may decide it is appropriate for a volunteer to reduce or cease their volunteer contribution.

Selection procedures for individual volunteers must protect Revive's interests, therefore references may be sought dependent on the nature of the volunteering opportunity. Some volunteer posts are risk-assessed to ascertain whether they will be subject to a Protection of Vulnerable Groups or Disclosure check.

### **TRAINING AND DEVELOPMENT**

All volunteers will receive an induction into Revive and their individual role. Training will be provided as appropriate. Where it is possible or necessary volunteers will be entitled to receive additional training on the same basis as paid staff.

### **INSURANCE**

All volunteers are covered by Revive's insurance policy whilst they are on the premises or engaged in any work on behalf of Revive.

### **HEALTH AND SAFETY**

Volunteers are covered by Revive's Health and Safety Policy.

### **EQUAL OPPORTUNITIES**

Revive operates an equal opportunities policy in respect of both paid staff and volunteers. A copy is available on request. Volunteers will be expected to have an understanding of and commitment to our equal opportunities policy.

### **CONFIDENTIALITY**

Revive respects the volunteer's right to confidentiality. In turn, Revive requires all volunteers to respect the confidentiality of the organisation and its clients.