



**National African & Black Association**

**We promote: Collaboration and  
Partnership**

# **VOLUNTEERING POLICY**

## **CONTENTS**

1. Introduction
2. NABA's Statement of Volunteering
3. Volunteer Agreement
4. Application Form

# **INTRODUCTION**

## **Definition of Volunteering**

A Scottish Office Circular (15/1995) defined 'Volunteering' as:

*'The commitment of time and energy for the benefit of society and the community, the environment, or individuals outside one's immediate family. It is undertaken freely and by choice, without concern for financial gain'.*

## **NABA**

NABA is a Social Inclusion Partnership programme funded by The Scottish Government to work towards improving services for people of African origin and Black Minority Ethnic communities in Scotland. Our partner organisations include representatives from the statutory, voluntary and public sectors and representation from Scotland's Black and Minority Ethnic communities.

NABA is an independent organisation and is enabling people of African origin and Black Minority Ethnic communities living in Scotland to receive the highest quality of services possible, taking into consideration of these communities' cultures, religions, languages and customs. The partner organisations are working to make their services accessible, appropriate and acceptable to the communities.

## **Volunteering with NABA**

Volunteers are an essential and valued asset to NABA. The roles that volunteers undertake with NABA varied. In return for your commitment, NABA can offer support and an opportunity for you to build upon and/or share your skills and experience.

NABA expects its volunteers to respect and adhere to its statement of volunteering and code of confidentiality. Also, be honest, reliable, attend training and support sessions where agreed, work within agreed guidelines and remits and **experience personal development through participation.**

# **NABA STATEMENT OF VOLUNTEERING**

Volunteers and voluntary work are part of the core fabric of social and community life in Scotland. They are simultaneously an important resource and an active statement about the nature of Scottish society.

Since the mid 1990's, volunteering has enjoyed a very high profile. It is increasingly acknowledged in significant areas of government policy and planning. More people than ever before are interested in voluntary work opportunities, backed up by media interest and often with support and encouragement from the workplace. Moreover, organisations which involve volunteers are more aware of the need to provide for their volunteer workforce.

Whilst this recognition can bring benefits in increased status for voluntary activity and higher levels of awareness of its value and potential, it also carries risks of exploitation, manipulation and disappointment.

In the light of change and the development of a contract culture, Volunteer Development Scotland (VDS) published a Charter for Volunteers. NABA's statement on volunteering:

- allies itself closely with the VDS model Charter;
- stands as an expression of NABA's commitment to volunteers and their rights; and
- offers assurance that NABA will undertake to promote good practice in working with volunteers.

## **Good Practice Guidelines**

NABA in engaging volunteers will adhere to the following principles:

### **1. General**

The volunteer will:

- work within NABA's aims and objectives.
- will attend at agreed times and give reasonable notice when unable to do so.
- will give reasonable notice when withdrawing from voluntary work.
- will not accept gifts from clients without discussion with his/her supervisor and does not commit the organisation in any financial way.

NABA will:

- ensure paid staff identify ways in which the work of NABA can be extended by the involvement of volunteers and to ensure that these opportunities complement rather than supplement the work of paid staff.
- provide opportunities, where appropriate for volunteers to represent their views at management level if operational difficulties are encountered.
- ensure that the tasks to be performed by volunteers will be clearly defined, so that all concerned with their activities are sure of their respective responsibilities.
- provide a professional reference to volunteers.

- evaluate the arrangement within 3 months of the Volunteer starting with the organisation to assess whether it is meeting the needs of the organisation and the volunteer.

## **2. Relationship with Paid Staff**

Volunteers will not be asked to take on tasks formerly undertaken by paid workers whose posts have been cut, or to work in ways which facilitate a decreased in paid employment.

Volunteers will not be employed in times of industrial action to do the work of paid staff. They may continue with their regular work but should not be asked to undertake additional duties.

As far as possible, volunteers will have responsibility for carrying out particular pieces of work and will not be used simply to assist paid workers.

Steps will be taken to ensure that paid staff at all levels are clear about the role of volunteers and that good working relationships are fostered between paid staff and volunteers.

## **3. Recruitment and Selection**

Volunteering opportunities will be advertised through appropriate avenues. Adverts will specify what tasks are required of the volunteer and highlight the benefits/experience that can be gained by the volunteer.

Volunteers will be recruited according to a variety of methods including:

- One to one contact
- Adverts on NABA website and partners
- Scotland Council and other Partner organisation's bulletins and publications.
- Adverts through NABA database and NEM networks.

Interested volunteers will have to complete a volunteer application form (see copy) and informal interview with the Chief Executive Officer (CEO) or a senior management team member and will be expected to provide 2 references and undergo a Disclosure Scotland check.

Written working agreement will outline time, commitment, necessary skills and actual duties of the volunteer. Mutually agreed support and supervision mechanisms will also be outlined.

Scotland Council's Equal Opportunities statement will be adhered to in relation to appointing volunteers.

Every attempt will be made to match the volunteers' skills, talents and interests with NABA's needs.

Once placed, NABA will expect volunteers to comply with existing policies and procedures.

#### 4. **Support for Volunteers**

NABA will invest financial and personnel resources for the adequate management and training of volunteers.

- Where appropriate NABA will provide an induction period and a review session to assess the progress of the placement and to resolve any problems at an early stage.
- NABA will mutually agree supervision and support mechanisms with the volunteer.
- Volunteers will have the opportunity to attend staff team meetings and will receive information relating to these meetings.
- NABA will provide funding for payment of expenses. Volunteers will be given clear information about what expenses can be claimed and how to make a claim.
- Volunteers, in negotiation with the Senior Management (Team leader), will be able to access funding for the purposes of training and personal development in relation to the aims and objectives of NABA.
- NABA will ensure provision of insurance for volunteers.
- Volunteers will be given information on other legislation or policies e.g. Health and Safety, which may affect them.

#### 5. **Volunteer Agreement**

Following acceptance, the volunteer will be asked to sign an agreement which sets out the organisation's expectations of the volunteer (enclosed). The agreement will cover:

- a declaration of support for NABA's aims and objectives;
- terms and conditions of volunteering within NABA;
- the likely level of the volunteer's involvement, i.e. prospective hours of work;
- the support that the volunteer can expect to receive from the organisation;
- the level of supervision that will be provided;
- a statement concerned with equal opportunities;
- aspects of confidentiality, both in terms of information that the organisation may need the volunteer to provide and in relation to elements of the organisation's work in which the volunteer will be involved;
- grievance and disciplinary matters;
- time out from volunteering and "exits";
- Rights and responsibilities (both parties).

# NABA

## VOLUNTEER AGREEMENT

Name of Volunteer: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Volunteer Post: \_\_\_\_\_

Responsible to: \_\_\_\_\_  
(Designated staff contact)

The following areas of work and responsibilities have been agreed between NABA and the volunteer named above:

### **Main Duties**

The Volunteer will play a supportive role to users, staff, management committee members and other volunteers. Specific duties will be confirmed in writing at the start of the probationary period.

### **Availability**

The volunteer will attend at agreed times and give reasonable notice when unable to do so.

### **Training**

The organisation will meet negotiated training needs wherever possible and practical.

### **Probationary Period**

NABA will evaluate the arrangement within 3 months of the volunteer starting with the organisation to assess whether it is meeting the needs of the organisation and the volunteer.

### **Contact Person**

The volunteer will be supported by and given supervision from an identified member of NABA staff.

### **Team Meetings**

Volunteers will have the opportunity to attend Programme Work Assistant meetings on the first Thursday in every month

### **Expenses (Reimbursed Monthly)**

The volunteer will be paid mileage at the relevant Scotland Council mileage rates and volunteers will have to submit mileage claim forms to the Team Leader/Supervisor.

| <b>Expense Type</b> | <b>Rate / Basis</b> |
|---------------------|---------------------|
| Motor Mileage       | £0.36.9 per mile    |
| Motorcycle Mileage  | £0.24 per mile      |
| Car Parking         | Receipted           |

**Expense Type****Rate / Basis**

Public Transport (Bus, Rail, Taxi, Tube, Tram, Ferry, Air)

Receipted (must be agreed in advance where required)

Food & Accommodation

Receipted (reasonable and pre-approved where possible)

**Insurance**

Volunteers working with NABA will be covered for: (a) personal accident and (b) public liability in relation to their agreed duties outlined in their volunteer agreement.

**Time Out and “Exits”**

Time out from volunteering can be arranged by mutual agreement. The NABA Management Committee reserves the right to end the services of the volunteer if, in its opinion, the volunteer concerned has been negligent of his/her duties or has behaved unacceptably.

**Grievance Procedure**

If the volunteer has a grievance that cannot be resolved with the person's designated staff contact, it should be referred to the Programme Co-ordinator.. If the Programme Co-ordinator's ruling is disputed, an appeal against it will be considered by the Operations Group whose decision will be final.

**Equal Opportunities/Health and Safety**

The volunteer is expected to carry out his/her tasks in accordance with Scotland Council's Equal Opportunities Policy and its Health and Safety Policy.

I agree with the conditions set out above.

Signed: \_\_\_\_\_

(Volunteer)

Date: \_\_\_\_\_

Signed: \_\_\_\_\_

(Staff Contact)

Date: \_\_\_\_\_



## Volunteer Application Form<sup>1</sup>

Confidential

National African & Black Association

Group(s)/activities the volunteer will work with

Community Relations

### 1 Personal Details

Surname:

Forename:

Known as (if different)

Full Postal Address (include street and town):

Postcode:

Telephone No:

Email address:

National Insurance Number:

Do you have any criminal or pending charges?

YES

NO

If "yes" please provide details (Convictions will not automatically disqualify you from volunteering. If you have concerns about how to complete this section or any of the following sections in this form discuss these with the link worker):

Health & Safety: If you have any medical conditions or disabilities which could affect your ability to volunteer or may be relevant to colleagues or service users please provide details:

(If no known issues or concerns write "none" here.)

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<sup>1</sup> Note: This form should be used with NABA Management Volunteers policy

## 2 Background Information

Please provide information on your current employment and any qualifications you have:

What are your personal interests and hobbies (if any)?

Please provide details of any previous voluntary work:

What skills and / or services do you wish to offer?

What days and times are you available to volunteer?

Times You Are Available: (please tick appropriate times when available for carrying out volunteering work)

|           | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday | Sunday |
|-----------|--------|---------|-----------|----------|--------|----------|--------|
| Morning   |        |         |           |          |        |          |        |
| Afternoon |        |         |           |          |        |          |        |
| Evening   |        |         |           |          |        |          |        |

Are you interested in volunteering in any of the areas listed below (please tick appropriate box(es))

No preference

[ ]

Working directly with a member of staff as an assistant

[ ]

|                                                    |       |
|----------------------------------------------------|-------|
| General Administrative Tasks                       | [ ]   |
| Research                                           | [ ]   |
| Working on an individual project                   | [ ]   |
| Working directly with community groups/individuals | [ ]   |
| Other (please specify)                             | _____ |
| _____                                              |       |
| _____                                              |       |
| _____                                              |       |

### 3 References

Please provide the names and addresses of two people who may be approached to vouch for your suitability for this voluntary work.

These could be other existing volunteers who know you, the teacher of your child, or your employer.

Please do not use a relation as referee.

It is usually polite to ask if it is OK to provide a person's name as a "referee".

|                  | (1)         |                  | (2)         |
|------------------|-------------|------------------|-------------|
| Name:            | <div></div> | Name:            | <div></div> |
| Contact Details: | <div></div> | Contact Details: | <div></div> |
| Phone:           | <div></div> | Phone:           | <div></div> |
| Designation:     | <div></div> | Designation:     | <div></div> |

### 4 Declaration

**I declare to the best of my knowledge all information given in this form is correct and true.**

|                   |             |              |             |
|-------------------|-------------|--------------|-------------|
| <b>Signature:</b> | <div></div> | <b>Date:</b> | <div></div> |
|-------------------|-------------|--------------|-------------|

**This information will not be shared with anyone without your permission**