



# Creative, empowering skills socials for better mental health

## Volunteer Policy

### Introduction

Make, Do and Mend has been set up to provide a flexible programme of strengths-based skills workshops, peer support and information on mental health resources in Cambridge for people who suffer from mental health illness.

This volunteer policy sets out Make, Do and Mend's commitment to its volunteers, ensuring we are encouraging employment opportunities for volunteers and members within the local community as set out in our constitution and as a direct result of our volunteering opportunities.

Make, Do and Mend offers a great variety of exciting volunteering opportunities across all areas of our organisation. We will do our best to match your strengths, talents and motivations to tasks which will enhance and develop your volunteer experience with us. Whether you wish to help with the day to day running of the organisation or help to deliver our extensive workshop programme, meet new people, gain experience or learn new skills we will do our best to tailor our volunteering opportunities to your requirements.

Volunteers are extremely important to us at Make, Do and Mend, so you can expect to be treated fairly and to be listened to at all times. Without volunteers, Make, Do and Mend could not fully achieve its charitable aims, nor could it be the diverse and creative organisation we want it to be.

This policy will be reviewed yearly to reflect any changes.

### Volunteer Impact

We need to look at the ways in which our volunteers benefit not only our organisation and our members but also the wider community. We will therefore need to measure our volunteers' impact using several methods to collect feedback and in doing so we hope will also ensure the quality of the volunteer experience with Make, Do and Mend. The impact will then be recorded in a Volunteer Impact Assessment.

### Advertising

Make, Do and Mend currently advertises its volunteer opportunities on social media and through its networks in the community.

### Recruitment

We ask that all volunteers come along for an informal chat about the opportunity to check that a volunteer's skills are suitable. At this meeting we will introduce and adapt a volunteer agreement. All volunteering is subject to a trial period of 3 months. References and an enhanced DBS check will also be necessary.

### Induction and Training



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Make, Do and Mend has put together a Volunteer Information Pack which contains copies of all our policies and procedures. Training and support will be provided by the Volunteer Coordinator according to business and personal need.

## **Volunteer Information Pack**

Our Volunteer Information Pack contains:

- **Adult Safeguarding Policy and Procedures**

The aim of this policy is to ensure the safety of adults by outlining clear procedures and ensuring that all volunteers understand their responsibilities and report any concerns that they might have about adult abuse.

- **Equal Opportunities and Diversity Policy**

We are committed to developing and maintaining an organisation in which differing ideas, abilities, backgrounds and needs are fostered and valued, and where those with diverse backgrounds and experiences are able to participate and contribute.

- **Health and Safety Policy**

Organisations have a duty of care to avoid exposing volunteers to risks to their health and safety. Make, Do and Mend has a health and safety policy in place, with volunteers being made aware of the policy and practical safety issues as part of their induction. There are also individual risk assessments for each workshop.

- **Privacy Policy**

All volunteers have a right to gain access to information held about them within relevant structured filing systems. Requests for access should be made to the Trustees. All information is confidential and personal data shall be processed fairly and lawfully in accordance with the rights of individuals under the data protection Act.

- **Environmental Policy**

Make, Do and Mend is committed to looking after our environment for future generations. We aim to provide a quality service in a manner that ensures a safe and healthy workplace for our volunteers and members and minimises our potential impact on the environment.

- **Expenses Information and Expenses Form**

The policy contains details about the reasonable expenses which will be reimbursed for volunteers. There is also an Expenses Claim Form and receipts must be kept and returned with the form.

- **Problem Solving Procedure**

While we hope that the involvement of volunteers is by and large a positive experience for everyone involved, sometimes things can go wrong within the



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volunteer programme; a volunteer might have a complaint about another volunteer, a member or with Make, Do and Mend itself.

Having a problem solving procedure helps to create consistency in our volunteering programme, and demonstrates our commitment to volunteering good practice. It also helps to ensure that all volunteers are treated fairly and are not discriminated against.

## **Supervision and support**

Volunteers report to the Volunteer Coordinator who will conduct regular informal meetings to discuss any problems or issues that may arise. Ongoing support will be given to foster individual achievement and learning. We want to listen to our volunteers and provide opportunities for volunteers to share ideas with Make, Do and Mend. Apart from the opportunity for volunteers to talk to the Volunteer Coordinator or the Project Director at workshops or by email, we have volunteer meetings and Volunteer Feedback Forms.

## **Insurance**

Volunteers are insured under both public and employer's liability cover underwritten by Zurich Insurance. A copy is available on request.

## **Exit Interview Questionnaires**

We strive for excellence in our volunteering programme and as part of this we recognise that we might not always get it right. Whenever a volunteer leaves, the volunteer coordinator will conduct a confidential Exit Interview to establish any feedback and to ask if improvements to the volunteer programme can be made. The Exit Interview Questionnaire can be completed face to face, by telephone, by email or by post. All responses will be anonymous and will be shared with the Board of Trustees to ensure action is taken where necessary.

## Review

Next review date: 22 August 2023

Reviewed by: Hilary Day

Date: 22 August 2023