

Volunteering Policy

Twyn Community Hub

1. To create a youth centre that offers a suitable and protected environment for young people aged 0 – 25, prioritising 8 – 19 year olds. The youth centre will have modern facilities, meeting current educational as well as health and safety standards. It should also be self-sustaining so that it is able to constantly adjust and improve itself to meet the current standard recognised by the authorities.

2. To develop and provide activities for the wider community [especially those people living in or near the Merthyr Tydfil in a range of areas, including (but not limited to) leisure, sport, health, and training in specific skills such as information technology and assertiveness.

3. We see our volunteers as falling into two types, both as valued as each other:

- Volunteers may include members of the Trustees or relatives of Centre users.

4. The following are the rights, which we offer to all our volunteers:

- We will provide a clear description and definition of the work and what needs to be done – in writing for anything substantial.
- Our equal opportunity, Health & Safety (and other employee policies as they develop, e.g. grievance) will apply to all volunteers; recruit and selection for project-related volunteers will mirror that for staff.
- Volunteers may join a trade union if they wish.
- Volunteers will be supervised by the Trustees or other nominated person, who will provide proper induction, support, and training.

TWYN COMMUNITY HUB STAFF STRUCTURE

Trustees: Callum Palmer, Dawn McInnes, Rhia Davies, Kimberly Smart, Sharon Hier

Any queries relating youth club sessions or running of building see manages above. There must always be one manager/assistant manager in building during any youth session. (Including one level 3 Youth Worker) They are responsible for the running of the building and any activities that take place. If you have any issues during a session you must inform the Manager/Assistant manager on duty.

- Volunteers have the same status as paid staff and the same rights to discuss views about the work they do and how it may be improved.

- We will provide a reference if asked to do so by a volunteer.

5. When we recruit project-related volunteers, we will seek two references, and may need to undertake police record checks where the work involves:

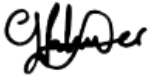

- Access to young people under 18.
- Access to people connected with the provision of social services such as the young, people over 65, people with mental illness, the chronic sick and disable people.

6. Supporting volunteers:

- We will provide an induction session for volunteers.
- Training needs will be identified through discussion between the volunteer and his/her supervisor. Where we can afford it we will offer training.

7. Where the volunteer experiences a problem, this should initially be raised with his/her Manager Assistant Manager. If the problem cannot be resolved informally in this way, the volunteer can ask to have a meeting together with the trustees If agreement cannot be reached, the volunteer can formally appeal to the Trustees in writing. They will meet and make a final decision. The volunteer is entitled to be accompanied by a friend or trade union representative in the meetings with the Trustees.

8. Where the Mangers/ Assistant Manager have a problem with the volunteer, this should initially be raised with the volunteer. If the matter cannot be resolved informally in this way, the supervisor can ask to have a meeting together with the Chair of the Trustees and volunteer. If agreement cannot be reached, the Trustees will meet and make a final decision. The volunteer is entitled to be accompanied by a friend or trade union representative in the meetings with the Chair or Trustees.

	Chairperson name (please print)	Signature
Date approved by Management Committee:	Callum Palmer	
27th January 2021	Kimberly Smart	
Next review date: 27 th January 2022		