

## **TOY LIBRARY VOLUNTEERING POLICY**

This volunteering policy is underpinned by the following principles.

■ ■ ■ ■ ■ Toy Library will ensure that volunteers are involved in all levels of work within the Library and that their thoughts and opinions will contribute to work and development of the Library

■ ■ ■ ■ ■ Toy Library recognises that volunteers require satisfying work and personal development and will seek to help volunteers meet these needs, as well as providing the training for them to do their work effectively.

### Recruitment and Selection

Volunteering as a toy library worker is open to everyone not excluded by Rehab of Offenders and POCSA following recruitment and selection procedures which are:

- All prospective volunteers will be subject to enhanced disclosure
- There will be a 2 week trial period during which time either the volunteer or steering group can stop the arrangement
- 2 references will be taken
- A Volunteer agreement will be signed and dated by both volunteer and co-ordinator this will outline the responsibilities and obligations of both the volunteer and steering group while at the Toy Library
- Match volunteer with required skills and qualities

### EXPENSES

- Out of pocket expenses incurred by the volunteer in getting to the Toy Library will be reimbursed on a basis agreeable to both.

### INDUCTION AND TRAINING

- All volunteers will receive an induction into Toy Library and their area of work.
- The Toy Library Steering Group hope that volunteers take as much as possible for their time at the Library and that their volunteering will assist them in their personal development, and it is therefore hoped that should appropriate training be identified that volunteers will be access it.
- All volunteers will receive child protection training within first 3 months of voluntary work.

### SUPPORT

- All volunteers will be directly managed by ~~Bronagh Walker~~ Volunteer Co-ordinator. She is the main point of contact for problems, issues, queries and comments.
- All volunteers will have monthly support meetings for first 3 months and bi-monthly meetings after that, if deemed necessary. Support meetings will allow for feedback on progress, discuss future developments and air any problems. Should anything arise in between that period volunteers can contact Bronagh at any time.
- In case of emergency at the Library first point of contact is Bronagh. Second contact is April Walker. If neither is available a message and contact number can be left at the reception at Community Base who will then pass onto above.

### THE VOLUNTEER'S VOICE

- Volunteers are encouraged to express their views about matters concerning the Toy Library and its work. This will be done through volunteer support meetings with co-ordinator and if desired through volunteer representation on Steering Committee.

### INSURANCE

- All volunteers are covered by Toy Library Insurance whilst they are on the premises or engaged in any work on Toy Library's behalf.

### HEALTH AND SAFETY

- Volunteers are expected to work in accordance with the Toy Library's Health and Safety policy which they should become familiar with within first 2 weeks. PLEASE SEE HEALTH AND SAFETY POLICY

### EQUAL OPPORTUNITIES

- Toryglen Toy Library operates an equal opportunities policy in respect of both paid staff and volunteers. Volunteers will be expected to have an understanding of and commitment to our equal opportunities policy. PLEASE SEE EQUAL OPPORTUNITIES POLICY

### CONFIDENTIALITY

- Volunteers are expected to work in accordance with Toy Library confidentiality policy. PLEASE SEE SEPARATE CONFIDENTIALITY POLICY

### ABSENCE MANAGEMENT POLICY

- If volunteer is unable to attend their agreed session then they must, in the first instance, contact [REDACTED] as quickly as possible. If unavailable they should contact [REDACTED]
- If neither is available a message should be left at reception of [REDACTED]
- If the volunteer can arrange suitable cover they should do so but they must inform [REDACTED] Or [REDACTED]

### LEAVING POLICY

- For reasons excluding those set out in the Disciplinary and Grievance procedure the volunteer can stop volunteering with the Toy Library at any time and with immediate effect.
- We appreciate that circumstances and commitments change and that volunteer's may have to reduce or stop volunteering at the Toy Library. It is hoped that the volunteers experience at the Library will have been rewarding and enjoyable and therefore we would appreciate as much notice as possible either verbally or in writing to the Volunteer Co-ordinator
- The Toy Library steering group may also end the volunteering placement at any time if they believe that the volunteer is no longer suitable for the placement.

### DISCIPLINE AND GRIEVANCE PROECEDURE

It is expected that volunteers will act and behave in a professional and responsible manner while working at the Toy Library.

There may be a number of reasons that a volunteer may be asked to leave the Toy Library. These include

- Not meeting the criteria as set out in person specifications and/or job descriptions.
- • Inappropriate behaviour



- • Continued absence or unreliability.
- • Refusing to attend training.
- • Refusing to give suitable references, disclose past convictions etc.
- • Certain convictions (e.g. child abuse etc.).
- • Knowingly giving false information.
- • Expressing views and attitudes, which are racist, homophobic, sexist etc.
- • Refusing to accept and adopt the 'ethos' of the organisation.
- Any decision to ask a volunteer to leave will be made by the Steering Group.
- In the first instance the volunteer will be asked to leave for the remainder of that session and a decision will then be taken by the steering group.

#### GRIEVANCE PROCEDURE FOR VOLUNTEERS

- If a volunteer is unhappy with their treatment or circumstances in the Toy Library they will be entitled to lodge a compliant, in the first instance to volunteer co-ordinator either verbally or in writing. If done verbally a record of the meeting must be agreed, signed and dated by both parties. A solution will be attempted to be reached to the problem at this instance. If the volunteer is not happy with this resolution or the problem persists then may then lodge another compliant with the steering group. If the compliant is to be made against the co-ordinator the grievance may be made in the first instance to the steering group.