



## **Blue Ocean Waves Centre Volunteer Policies**

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### **1. POLICY STATEMENT**

At Blue Ocean Waves Centre, we believe that all volunteers should have the chance to succeed. We help volunteers build their confidence, take part in courses to develop their skills and start careers. Volunteers play a crucial role in helping achieve our mission and we could not achieve our goals without their hard work. We are incredibly grateful for their support and want to make sure all our volunteers have a safe, rewarding and enjoyable experience. The Volunteer Policy recognises the significant and valuable role volunteers play in supporting young people move into employment, education or training. This policy reflects our commitment to volunteering at the Centre and sets out a framework of procedures and best practice, which we will endeavour to follow when recruiting and working with our volunteers, to ensure that both volunteers' and the Centre's expectations are met. The policy is for volunteers recruited by our centre and colleagues working with those volunteers. It will be provided to all volunteers at the time of their induction with Blue Ocean Waves Centre.

### **2. BLUE OCEAN WAVES CENTRE VOLUNTEERS – DEFINITION**

A volunteer is someone who, unpaid and of their own free will, chooses to give their time, energy, skills and expertise to support the centre in achieving its aims. The arrangement is voluntary on both sides. The centre's relationship with volunteers is based on trust and is not intended to have the obligations associated with employment. No payment, other than the reimbursement agreed out-of-pocket expenses, is made by Blue Ocean Waves Centre's to people who give their time as volunteers. Our volunteers support the centre in a number of ways, including:

- Supporting people with disabilities to move into employment, education or training, for example by mentoring young people or delivering our courses.
- supporting SEND students in the classrooms.
- Partnering with colleagues, for example by providing administrative support in our offices, helping to deliver strategic projects or coaching our colleagues.
- Championing the Centre by helping to spread the word and connecting us with communities and partners.
- Write funding and grant applications to funding organisations.
- Raising funds, for example by helping to run events, promoting the ways to give money and connecting us with their networks.
- Building the community, for example by helping to recruit, train or support other volunteers.
- Promotions and marketing through social media sites, religious centres, community centres and distributing flyers.

We expect that both our volunteers and paid staff always aim to live the values of the centre by being:

- Approachable – open minded and value diversity
- Non-judgemental – focus on the potential not the past
- Inspiring – lead by example
- Empowering – enable positive change
- Passionate about The Centre’s goals and delivering excellence

### **3. OUR VISION FOR VOLUNTEERING**

We believe that by harnessing the passion and skills of our volunteer community, we can achieve more for the SEND community and people without disabilities too and are committed to engaging volunteers in this mission wherever possible. We aim to deliver a sector leading volunteering experience so that our volunteers enjoy supporting us and feel well equipped to support the work of our centre. We are committed to making the centre the best organisation to volunteer with. To ensure that volunteers are at the forefront of everything we do, we aim to:

- Ensure that our volunteers understand what we expect from them, and what they can expect from us in return.
- Attract volunteers with the right skills to support the customers and the Centre.
- Deliver a sector leading volunteering experience, through processes and ways of working, which makes it enjoyable and easy to support us.

### **4. EQUALITY AND DIVERSITY**

Blue Ocean Waves Centre is committed to building a diverse organisation that is responsive to the needs of people with and without disabilities and our stakeholders. The centre is also committed to equal opportunities at all stages of recruitment, selection and volunteering. Short-listing, interviewing and selection of volunteers will always be carried out without regard to protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex; and sexual orientation.

This commitment is reflected throughout the centre's policies and procedures. Blue Ocean Waves Centre will not condone, accept or ignore any forms of discrimination or unacceptable behaviour.

## **5. SAFEGUARDING**

Blue Ocean Waves Centre believes that all children and young people have the right to protection from harm, abuse and exploitation. The Safeguarding Policy will be shared with all new volunteers to the centre as part of the onboarding process along with "Start Safe", the centre's Code of Behaviour. 'Start Safe' provides clear guidance on the behaviour expected of all staff, volunteers and other Page 3 of 6 representatives in all activities with children and young people, whether they are delivered face to face or online. Where the Centre feels it is necessary, failure to meet the obligations of the Safeguarding Policy and the "Start Safe" Code of Behaviour, may lead to a volunteer being asked to step back from volunteering permanently, or other appropriate action. Volunteers taking on roles that are eligible for an enhanced Disclosure and Barring Service (DBS) check, or equivalent, will be required to undertake a relevant check. If required, this will be made clear on the volunteer role description and during the application process. We welcome volunteers from a range of different backgrounds.

## **6. RECRUITMENT**

Blue Ocean Waves Centre will collect information on all prospective volunteers during the recruitment and selection process. Additionally, volunteers might be required to attend an informal interview with our HR to provide relevant information and explore their aspirations and the experience they can bring to the Centre. It is important for all involved to appreciate that the interview is not a competitive process, and the sole selection criteria is suitability for the role. A personal reference might be required and taken up to help confirm suitability for volunteering and for specific roles. All our regular volunteers must read and agree to the Volunteer Commitment which outlines what is expected from the volunteer and what they can expect from the centre. In commencing their role, the volunteer commits to the aims, values and key policies of the centre. They also commit to delivering the key tasks outlined in the relevant role description. This Volunteer Commitment does not and is not intended to create a contract of employment between Blue Ocean Waves Centre and volunteers. When appointed, an appropriate named contact for that role will lead on the relationship management of the volunteer. This may be a colleague or a volunteer. The named contact is responsible for guiding and supporting the volunteer in their role and should be available to discuss any aspect of the volunteer's role.

## **7. TRAINING AND SUPPORT**

Volunteers will have a valuable set of skills, knowledge and attitudes gained from their education, work, previous volunteering, and life experiences. To help ensure that volunteers are appropriately equipped for their role, each volunteer must undergo the appropriate induction and training process prior to commencing their role, alongside continuous training, where appropriate, whilst volunteering with Blue Ocean Waves Centre. Each volunteer will be provided with relevant management and support. This might include regular, appropriate, and mutually agreed contact. Blue Ocean Waves Centre will also provide appropriate recognition and occasions to celebrate volunteers and their work, on an individual and group basis, according to specific role(s), commitment and length of service.

## **8. HEALTH AND SAFETY**

Volunteers must take reasonable care of themselves and others while volunteering for the Centre and follow any health and safety advice and instruction given for their role.

Volunteers should cooperate with the Centre on health and safety matters, and immediately report accidents/incidents (including near misses – accidents/incidents that may have led to injury). Volunteers should not intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare. Blue Ocean Waves Centre will ensure that all volunteers are provided with the appropriate information, supervision and training required to enable them to complete voluntary work safely. This includes providing suitable systems and procedures and guidance is outlined in The Health and Safety Policy.

## **9. EXPENSES**

The work of Blue Ocean Waves Centre is critically dependent on our extensive network of volunteers. The work that our volunteers do is entirely without any payment.

## **10. INSURANCE**

Blue Ocean Waves Centre provides Employers Liability, Public Liability and Professional Indemnity cover for all volunteers whilst working on the centre's activities. Blue Ocean Waves Centre does not provide motor insurance cover. The insurance will not cover unauthorised actions or actions outside the volunteering agreement. All volunteers that hold Business Class motor insurance will be automatically covered for their work on behalf of the centre. However, if their insurance is limited to social and domestic use then they will have to discuss their role as a Blue Ocean Waves volunteer with their insurance company to ensure that they are fully covered. Volunteers will be asked to sign the relevant section on the Expenses form to confirm that they have agreed to drive on Blue Ocean Waves Centre's business with their insurers before we can reimburse mileage costs.

## **11. DATA PROTECTION AND CONFIDENTIALITY**

Blue Ocean Waves Centre will protect volunteer information in accordance with the relevant data protection legislation including the General Data Protection Regulation (GDPR). Data will be held securely and confidentially and will only be accessed by authorised individuals. Please see our Privacy Policy on the website for further information about how we collect, manage and use the personal data. We expect all volunteers to comply with the Centre's Data Protection Policy and associated policies. When using the Centre's devices or IT systems as part of their role, volunteers must read, understand and sign up to our Information Security Policy prior to starting their role. When volunteering with the Centre, volunteers are likely to become aware of confidential information about Blue Ocean Waves Centre, its staff, young and disabled people supported by the centre and third parties. All volunteers are required to maintain confidentiality and should not disclose the organisation's information during their volunteering services and any time afterwards.

## **12. INTELLECTUAL PROPERTY**

When signing our Volunteer Commitment, a volunteer assigns, by way of future assignment to Blue Ocean Waves Centre, all Intellectual Property created by them as part of their role as Blue Ocean Waves Centre volunteer or credited to them during the term of their volunteering, provided that the assignment shall not include intellectual property which is not connected in any way whatsoever whether directly or indirectly with their volunteering.

## **13. FEEDBACK AND COMPLAINTS**

Although Blue Ocean Waves Centre makes every effort to ensure that any experience of volunteering with us is positive and rewarding, we recognise that volunteers at times may experience difficulty within their role or they may want to share feedback or raise an issue with a member of staff or another volunteer. In the first instance, volunteers should talk to The HR Nazia Fernandes at [nazia.fernandes@gmail.com](mailto:nazia.fernandes@gmail.com) to try to resolve the issue, get advice or share feedback. We will make every reasonable effort to resolve difficulties at an early stage and we always review feedback and learn from it.

## **14. LEAVING THE CENTRE**

Volunteers are free to cease volunteering with Blue Ocean Waves Centre at the period decided when hired as a volunteer by writing to [nazia.fernandes@gmail.com](mailto:nazia.fernandes@gmail.com). When deciding to finish volunteering with us, we ask that volunteers give us as much notice as possible to help us organise alternative arrangements. Upon leaving a volunteer role, we may offer an exit interview to reflect on their experiences and improve our volunteer opportunities. There are many different ways to support our customers through Blue Ocean Waves Centre and so we encourage volunteers to stay in touch and get involved in the future. There may also be times when Blue Ocean Waves Centre will ask a volunteer to cease volunteering. This may be because the role no longer supports the needs of the organisation and its current work, or because the volunteer is no longer able to satisfactorily carry out a particular role. When this happens, we will endeavour to give as much notice as possible to the volunteer and try to find an acceptable alternative role. In all cases, the volunteer will be treated fairly, with dignity and respect.