



# Broomhill School

## Volunteer Policy

At School your contribution as a volunteer is valued. We recognise the benefits that you bring and the opportunities and experience you will gain during your time with us.

### Values and Principles

As a volunteer you will be treated with respect and regarded as a member of the team. You will be given tasks or responsibilities appropriate to your role as a volunteer. Volunteers will be recruited following a set format as outlined in the Volunteer Service Pack. This includes a role description and the Volunteer Agreement. Aberdeen City Council will ensure that the contribution of volunteers is recognised in supporting the Council to fulfil its responsibilities to the local community.

### Roles and Responsibilities

#### What you can expect from us:

- To provide a named person within the organisation who will meet with you regularly. This is the person you will go to for feedback, support, to discuss your volunteering and should difficult situations arise. Meetings may be arranged individually or as a group.
- To provide induction on the work of the organisation, its staff, your volunteering role, and the initial training you need to carry your tasks.
- Act in accordance with Council Policies and Procedures.
- Help you to be aware of Council policies and procedures and be shown how to access them and adhere to them.
- Revisit your Role Description as and when necessary so that you are kept aware of any changes and are carrying out tasks relevant to your role workshops / placements.
- Treat you with respect and consideration so you feel included and comfortable in your role.
- To resolve fairly any difficulties, grievances or problems.
- To provide a safe and healthy working environment.
- To provide adequate insurance cover for volunteers whilst undertaking voluntary work on our behalf.
- To pay reasonable out of pocket expense as agreed in advance.
- Your personal details will be stored in accordance with current Data Protection laws and will be treated in the same way as information held on paid employees.

#### What we expect from you:

- That you will volunteer at the times agreed or inform us if this is not possible.
- That you will abide by Aberdeen City Council's policies, procedures and standards.
- Perform your volunteering role to the best of your ability.
- Maintain confidential information in accordance with the organisation's confidentiality guidelines and data protection.
- To bring any concerns relating to your role to the named person or other, as appropriate.
- To provide receipts for out of pocket expenses (where appropriate).

### General Information

## **Health and Safety**

Volunteers should be aware that the legal responsibilities and obligations, under Health and Safety legislation which apply to Aberdeen City Council employees, extend to volunteers. Tasks undertaken by volunteers should be subject to risk assessment and appropriate safe systems of work put into operation. Aberdeen City Council Health and Safety Policy and Guidance documents are available from your key contact or supervisor.

Any accidents or serious injuries must be reported to the Council through your key contact or supervisor using the appropriate forms.

## **Confidentiality/Data Protection Act 1998**

Your personal details will be stored in accordance with current Data Protection laws and will be treated in the same way as information held on paid employees. As a volunteer you may have access to personal information about others who may include; employees; children; and members of the public. This information must be handled correctly and sensitively. If this is not done there can be serious consequences for organisations, their employees and volunteers. The full Aberdeen City Council Data Protection Policy is available from your key contact or supervisor.

## **Security**

You are required to wear an ACC Volunteers badge at all times while carrying out your role.

## **Insurance**

Aberdeen City Council will ensure that adequate levels of Public Liability and Employer's Liability Insurance, which includes volunteers, are maintained at all times.

Volunteers are advised to restrict their duties and tasks to those set out in their role description, and to adhere to the policies and procedures of the organisation outlined in this document, in order to ensure that they remain insured.

Aberdeen City Council is unable to accept responsibility for the loss, theft or damage of personal possessions or valuables.

While it is unlikely that volunteers would be asked to use their private motor vehicles as part of their volunteering role, should the necessity occur and be agreed by the volunteer, it is the volunteer's responsibility to inform his/her insurer in writing that the vehicle is being used for voluntary work and provide Aberdeen City Council of copies of relevant insurance and, if applicable MOT certificate.

## **Expenses**

It is Aberdeen City Council policy that no volunteer will be out-of-pocket as a result of their volunteering. All expenses should be discussed and pre-agreed with your key contact or supervisor.

## **Computer Access**

If your placement requires internet access, your supervisor will arrange this for you. You must follow Aberdeen City Council's Internet Acceptable Usage Policy, which will be given to you by your key contact or supervisor when you start your volunteer placement.

## **Duty of Care**

Any activity undertaken by a volunteer who involves others comes with responsibilities to "look after" those they help to provide a service for. Therefore, providing proper care for participants must be a major influence on the initial thinking of every event or planned activity. Volunteers must take reasonable care to avoid dangerous situations having regard to the age, knowledge, experience, health and physical ability of participants. Legally speaking "foreseeability" is the test. Therefore if volunteers act reasonably given their expertise in the activity no liability should befall them or the Authority for any accidents or damage which might occur. Whilst stressing the responsibilities of the Council, staff and volunteers in providing this care, the contributions and responsibilities of participants should not be ignored. A responsible approach to the care of oneself and others is required.

## **Child Protection**

If you believe that a child or young person is at risk of harm, or has been harmed, you must share information with your Key Contact immediately so that the circumstances can be assessed to decide whether it is necessary to take immediate action to protect the child or young person. Volunteers must make themselves aware of the child protection arrangements within the Establishment. In these circumstances, consent from the child or parent is not necessary and should not be sought. The concerns should be shared following the North East of Scotland Child Protection Committee Child Protection Guidelines available at [www.nescpc.org.uk](http://www.nescpc.org.uk). Record your concerns and the action taken in the child's file, record or clinical notes. Police and social workers assessing the situation will let you know the outcome, and will contact the named person and or lead professional to let them know what is happening.

### **Equality and Diversity**

Our Vision is for Aberdeen to be an ambitious, achieving, smart city. Our Equality Outcomes for 2013-17 set out the results we want to achieve to ensure all citizens are encouraged and supported appropriately to make their full contribution. We will bring our communities closer together and challenge inequalities wherever they exist. You can help us do this by completing a Prejudice Incident Form if you experience or witness any kind of discrimination. For more information, please click on <http://www.aberdeencity.gov.uk/nmsruntime/saveasdialog.asp?IID=31314&SID=14002>

### **References**

Aberdeen City Council is happy to provide references to support volunteers into employment or education. Request for references must be agreed in advance.

### **Volunteer Agreement**

I, .....(full name in capitals), agree to be a volunteer with Broomhill School and commit to the following:

1. To perform my volunteering role to the best of my ability
2. To adhere to the organisation's rules, procedures and standards, including health and safety procedures and its equal opportunities policy in relation to its staff, volunteers and clients.
3. To maintain the confidential information of the organisation and stakeholders.
4. To meet the time commitments and standards undertaken, other than in exceptional circumstances, and provide reasonable notice so that alternative arrangement can be made.
5. To provide referees, as agreed, who may be contacted, and where necessary to provide the appropriate documentation to complete a disclosure check.

**I agree to uphold the standards as outlined in the Volunteer Policy. I accept the responsibilities outlined in my Role Description.**

**Agreed to:** .....  
**Volunteer signature**                      **On behalf of Broomhill School**

**Date:**

**Volunteer role:**