

Induction, Guidelines and Volunteer Agreement

- All new volunteers have a period of induction including getting to know the building and the team, having a Health & Safety (H&S) briefing, getting to know supervising members of staff and undertaking necessary training for their role.
- As part of the process, volunteers are given a set of written Guidelines and asked to sign these as a Volunteer Agreement. This is not a legal contract but an acknowledgement of the relationship between volunteers and SOFO.
- The Volunteer Guidelines and Agreement covers the following areas:
 - Day to day guidelines
 - H&S including Covid-19 measures
 - Working with children and vulnerable adults
 - References and checks
 - Working with staff, trustees, other volunteers, collections and members of the public
 - Support and benefits
 - Problem solving
 - Leaving SOFO
 - Emergency contact details
 - Willingness to have a DBS check

Insurance and Health and Safety

- Volunteers are insured under our Public Liability Insurance.
- New volunteers are given a H&S briefing as part of the induction process.
- We expect all volunteers to adhere to the H&S policy as set out in the Volunteer Guidelines and Agreement.
- All volunteers take part in regular fire evacuations and other H&S training.
- Within the 'ranks' we have a volunteer who takes a role in H&S discussions, alerting management to any issues that crop up.

Confidentiality and data protection

- Papers containing the personal details of volunteers, such as application forms and references, are kept locked in a safe.
- We only keep volunteer management information on computer and access to this is limited.
- Group emails to volunteers are sent using the Bcc facility.

Dealing with serious problems

- The Volunteer Guidelines discuss how support can be given to volunteers and problems generally solved.
- In exceptional circumstances it may be necessary for a volunteer to cease working with SOFO if serious issues occur that SOFO is not able to resolve or if a volunteer has very exceptional support needs.

Young volunteers

- We welcome volunteers aged 15-17 years as regular volunteers or on work experience
- It is necessary for SOFO to provide a higher degree of supervision for volunteers under 18. Young volunteers are regarded as vulnerable adults.

Approved at Board 18/07/22

Review Date 18/07/26