



Elstead & Villages Sure Start Children's Centre **Volunteer Policy**

Introduction

Elstead & Villages Children's Centre values the input of members of the local community to enhance its services to support families with children under the age of 5. Volunteers will be encouraged to support staff in a variety of roles in the centre itself and in the community. Volunteers will not be used to replace paid staff.

Recruitment and induction

Volunteers will be recruited primarily from the community served by the Elstead & Villages Children's Centre. Parents will be encouraged to become volunteers, but other members of the community may also apply.

All volunteers will be asked to complete an induction programme and will have a Criminal Record Bureau Check. If they are not known to Elstead & Villages staff, they will be asked to provide references.

Supervision and support

All volunteers will have a named supervisor who will meet with them on a regular basis to provide supervision and support.

There will also be regular opportunities for all volunteers to meet together to discuss their roles and suggest developments.

Expenses

All out-of-pocket expenses incurred through volunteering will be reimbursed. Any expenses other than travel claims should be approved by the Children's Centre manager in advance. Expense claim forms will be issued to volunteers and all receipts must accompany claims. Expenses will be reimbursed as soon as possible.

Policies

Volunteers are required to familiarise themselves with all current Elstead & Villages policies and to adhere to them while working as a volunteer. All current policies are available on the Elstead & Villages website and must be adhered to.

Equal Opportunities

Elstead & Villages Children's Centre values diversity and welcomes volunteers from all backgrounds, genders, age, cultures etc.

Health and Safety

Volunteers have a duty to be aware of issues affecting their own health and safety and that of families using the children's centre.

Grievance and Disciplinary

If volunteers have any grievances about the way they are treated or any aspect of their volunteering, they should request a meeting with the children's centre manager as soon as possible.

If any staff or parents have any complaints about a volunteer, they will be asked to take them to the manager, who will investigate the complaint and discuss it with the volunteer as soon as possible.

If any disputes are not resolved with the centre manager, the volunteer should speak to the head teacher of St. James Primary School.



VOLUNTEER AGREEMENT

As a volunteer for Elstead & Villages Children's Centre, I agree to follow the guidance given during the volunteer induction and comply with all the relevant policies.

I understand that in the course of my volunteering I may become aware of confidential or sensitive information concerning children, their families or adults connected with the children's centre.

The policy of the centre is to maintain everyone's confidentiality; therefore all information must be treated as private and must not be divulged. I am also aware that if I have any concerns about the safety or well being of any child or adult, I have a responsibility to share this information with the manager or another member of children's centre staff.

Any breach of this policy will be regarded as a matter of misconduct and may result in disciplinary proceedings or any other appropriate action being taken by the management of the children's centre.

Name.....

Address:.....

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Signed:.....

Date:.....