

First Steps (Bath)

Volunteer Policy

First Steps Bath welcomes volunteers with varied experiences and different backgrounds from all the sections of the community. We believe that the use of volunteers enriches the services we offer to children and families, strengthens links within the community, and supports individuals back into learning and employment.

We offer a warm, friendly atmosphere, the opportunity to develop skills while working under supervision with children and families, and the chance to work as part of a friendly professional team.

- Volunteers will be required to complete an application form, provide two referees, be interviewed, and have an enhanced DBS check before the commencement of the placement. An agreement is drawn up to identify specific roles, signed by the Manager and the volunteer.
- If appropriate to the role Volunteers may be requested to undertake online training before active volunteering. Volunteers will then be offered further training opportunities for their development. Safeguarding training is mandatory.
- We value the volunteers' experiences and offer them the opportunities to follow the best practice in all First Steps Bath settings.
- We have a valid Employers' Liability Insurance which covers volunteers.
- Volunteers are supervised by our managers and are given a staff mentor on appointment.
- We would encourage volunteers to use their volunteer experience to move on to other opportunities, therefore we would ask volunteers to commit to the service for at least three months or more, dependent on the role.
- Volunteers will receive induction which will include relevant information and policies.
- Volunteers should follow the appropriate dress code and wear an identification badge.
- Volunteers should inform the setting, with as much notice as possible, if they are unable to attend a session because of illness or any other unavoidable reason.
- We ask our Volunteers to record the number of hours they volunteer to enable update to the charity commission and trustees.
- We value our volunteers and want to ensure that there are no barriers to volunteer involvement. Out of pocket expenses, if required, will be reimbursed, including expenses for travel, in agreed circumstances. Volunteers are offered free childcare if available, within the setting that they are working within during the time they are volunteering if they are not eligible for Early Years Entitlements EYE.
- Volunteers must maintain high standards of confidentiality and health and safety at all times.
- First Steps Bath will reserve the right to terminate the placement at any time - the reasons for the termination will be provided to the volunteer.
- Volunteers will not be left alone with children.
- Volunteers will not volunteer for more than 40 hours a week.

We expect the volunteers to work with us in maintaining high-quality provision and supporting innovative practices in our settings,

Resolving Problems

The relationship between First Steps and its volunteer workers is entirely voluntary and does not imply any contract. However, it is important that the organisation can maintain its agreed standards of service to the families who use it, and it is also important that volunteers should enjoy making their contribution to this service.

If the role as a volunteer does not meet with First Steps Standards, it will be dealt with following the First Steps Improving Performance Policy and Procedure.

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If the volunteer is dissatisfied with any aspect of the work, their concerns will be managed following the First Steps grievance policy and procedure.

Links to other policies.

Safeguarding and Child Protection Policy and Procedure

Confidentiality Policy

Compliments and Complaints Procedure

Health and Safety Policy and Procedure

Improving Performance Policy and Procedure

Equal opportunities and Anti-Discrimination Policy and Procedure

Staff Code of conduct

Grievance Policy and Procedure

Policy drafted by Anjula Kaushik, Assistant Manager, Family Services, September 2008

Approved by the Board of Trustees on 23rd September 2008

Updated by Helena Thompson, Director, September 2009

Updated by Roz Lambert 25th June 2013

Reviewed by SMT November 2014

Updated by Ann Thurgood and approved by SMT December 2015

Reviewed by SMT December 2016

Reviewed by SMT December 2017

Reviewed by Trustees February 2018

Reviewed by SMT November 2018

Reviewed by SMT November 2019

Reviewed by SMT November 2020

Reviewed by SMT November 2021

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Reviewed by SMT November 2024