Lydney Hub aims to make sure its helpers are clear about what their roles and responsibilities are. It aims to ensure fairness and consistency so that volunteers are treated equally and fairly and supported well.

This policy sets out and explains:

* how we recruit, induct, and train regular volunteers.
* where volunteers stand so that they know what they can expect.
* where they can turn to if they feel things are going wrong.

**Recruitment of Volunteers**

We will draw up a description of the tasks or role that we need the volunteer to perform. This will help identify the skills, experience or qualifications (if relevant) that are needed. It will aid volunteers in understanding how they fit into the services and activities the club provides.

We will use this information when we advertise and recruit volunteers to make sure applicants are aware of what is expected. We will use our Equality and Diversity Policy to make sure the role and tasks are appropriate.

We will use appropriate means to advertise for volunteers locally that consider the principles of our Equality and Diversity Policy. This includes local notice boards, newsletters, local press, flyers, Parish and Town Council notices and magazines, the local Volunteer Centre, etc.

This primarily applies to those wishing to seek a role such as volunteer youth support worker. The potential volunteer will be asked to complete a short application form. Help can be given with this if necessary. The form is designed to be as simple and accessible as possible and contains the following:

* name, date of birth, address, and contact details.
* brief explanation why you would like to volunteer with Lydney Youth Hub
* recent employment history
* details of any experiences, training or skills.
* Permission to carry out an enhanced Disclosure or Barring Service (DBS) check.
* details of two referees
* room for signature and date

1 Individuals are not entitled to withhold information about convictions which for other purpose are spent under the provisions of the Act and in the event of engagement as a volunteer, any failure to disclose such convictions could result in dismissal. Any information given will be treated confidentially and will be considered only in relation to any application for positions of which the order applies. Criminal convictions range from minor (e.g. parking offences) to very serious (e.g. rape and murder). Convictions are NEVER spent for the purposes of working with young people.

This information will be held in line with Lydney Hubs General Data Protection Regulation (GDPR) Policy. The potential volunteer will be invited to an initial meeting/phone conversation with the Youth Leader and if this is positive, the references will be taken up. The applicant will then be invited to an interview with the Youth Leader and/or Designated Safeguarding Lead. At times there may also be other youth workers present.

An enhanced disclosure and barring check with the Disclosure and Barring Service (DBS) will be made for every helper. Checks will be repeated every three years and we will make use of the Update Service also. It is the responsibility of at least one trustee to see the certificate. Until it is seen a helper should not have sole responsibility for any young people.

**General Data Protection Regulation**

A privacy notice will be made available to all applicants explaining why Lydney Hub are asking for and retaining their personal information, what they will use it for, and who if anybody they will share it with and how they will protect an individual’s personal information.

The GDPR Policy refers to the holding of information on living persons, which can include both paid staff and helpers. It gives people the right to know what information is held about them and sets out rules to make sure that this information is handled properly. Only relevant information about a helper will be held.

Records held for the purposes of recruitment of helpers and staff shall be held along with any relevant training records or certifications or in the case of non-appointment destroyed within six months. The result of a DBS check is therefore added to the volunteer’s file and the actual DBS check itself is destroyed.

Lydney Hub has a process for dealing with employee files that follows the European General Data Protection Regulation and has adopted this for the volunteer files. This follows good practice guidelines from the Information Commissioner Office.

**All workers, which includes the board of trustees, executive committee, helpers and staff, are obliged to observe the General Data Protection Regulation Policy.**

**Monitoring**

We will use our Equality and Diversity Policy procedures to monitor our volunteer recruitment.

**Retaining Records**

We keep records of helpers who have left for a period of 6 months, but 18 months for those who tell us they might, upon leaving, request references in the future. In line with the General Data Protection Regulation, volunteers may also request access to their data and/or that it is corrected or erased at any time. Details of exact data that Lydney Hub holds about an individual will be given within 30 calendar days.

**Non-starters**

We follow-up all registrations where the helpers 'disappear', i.e., do not start volunteering. If we get no response from a letter, telephone call, or email, it is our policy to dispose of these records within one calendar month.

**Induction and Training**

An induction period will be prepared and delivered by the Youth Club Leader or their designate. This will include:

* Tour of club premises and explanation of health and safety instructions, reporting of accidents, first aid procedures, and fire evacuation procedures.
* The role of the helper – their duties and responsibilities.
* Meeting staff, helpers, trustees and executive committee members.
* Copies of all the relevant policies for their role including General Data Protection Regulation, Health and Safety, Equal Opportunities and Diversity, Safeguarding, Dealing with Incidents & Conflict Management.
* Codes of conduct for helpers and members.
* Essential procedures i.e., timekeeping, rota, etc.
* Safeguarding training.
* Other information as appropriate.

There will be a trial period of eight sessions to give the club and the helper time to discover if they are suited to each other.

A supervision/review will be made for after this period, and regular contact with a senior member of the team will be enforced.

**Support**

The Youth Hub Leader and other helpers will offer support to the helper. This involves having regular meetings to discuss any problems or issues that may arise.

**Insurance**

Lydney Youth Hub has a valid insurance policy which everyone is advised to read.

**Resolving Problems**

Lydney Hub is committed to maintaining agreed standards when working with young people and in making sure that everyone who helps enjoys making their contribution to this service.

If an individual’s role does not meet with the club’s standards it shall be dealt with in the following way:

1. Initially with a meeting with the Youth Hub Leader who will explain the concerns.
2. If this does not resolve the matter, then a meeting with representatives of the board of trustees will be convened.
3. If the work still does not meet with our standards, then we shall have to stop using the adult’s services.

At all times a helper will be able to freely state their case and can have a friend to accompany them.

If a helper is dissatisfied with any aspect of their work, they should:

1. Initially explain the dissatisfaction with the Youth Hub Leader.
2. If that does not resolve the concern, then a meeting with the chair from the board of trustees should be convened.
3. If after this, the dissatisfaction remains unresolved, and we are unable to resolve the grievance, then it would be inappropriate for the individual to continue to be a helper. At all times a helper will be able to freely state his/her case and can have a friend to accompany him/her.

**Signed by the board of trustees:**

|  |  |  |
| --- | --- | --- |
|  | **Name** | **Signature** |
| **Trustee 1** |  |  |
| **Trustee 2** |  |  |
| **Trustee 3** |  |  |
| **Trustee 4** |  |  |
| **Trustee 5** |  |  |
| **Trustee 6** |  |  |
| **Trustee 7** |  |  |
| **Trustee 8** |  |  |
| **Trustee 9** |  |  |
| **Trustee 10** |  |  |

Next Review date: October 2023

|  |  |
| --- | --- |
| **Document Version History** | **Author:** Emily Timmins, Chair & Youth lead |
| **Version** | **Date** | **Amendments**  | **By Whom** |
|  |  |  |  |
|  |  |  |  |