

VOLUNTEER MANAGEMENT POLICY

1 Introduction

The Coneyberry Millennium Green Trust recognises and welcomes the value that other volunteers and their families can make.

The involvement of volunteers in our work helps reflect the interests, needs and resources of the community served by the Millennium Green. The Trustees welcome the diversity of volunteers and the different contributions they can make

A number of different types of roles and tasks exist for volunteers, some of which are more active than others. These include for example:

- General Maintenance tasks – litter picking, weeding, hedge trimming, verge strimming, pond clearing etc.
- Assisting at the activity events held on the Millennium Green – bird box making, kite flying etc.
- Specific fundraising events such as the Country Fair, Horse Show

Volunteers are drawn from as wide a pool as possible although the Trust acknowledges that the majority will be people, of all ages, from the local village community or users of the Millennium Green.

2 Recruitment

Volunteers are recruited from advertising via the website, invitations to join the Trustees in activities as posted on the Millennium Green, and specific leaflet drops in the local area.

All prospective volunteers are asked about what they would like to do, their skills, suitability and how best their potential might be realised.

Contact details (name, address, telephone contact numbers and e-mail contact) plus emergency contact are held. This information may be recorded in computerised records. All such information is treated in accordance with the Data Protection Act (1998).

3 Induction and Training

All volunteers are welcomed by a Trustee and are given background information about the Trust and its work.

There will be a briefing at the beginning and a de-briefing at the end of each session. This briefing will cover any safety issues such as the need to wear goggles and hand protection for strimming etc.

4 Expenses

We value our volunteers and want to ensure that there are no barriers to volunteer involvement.

If volunteers are required to travel as part of their role, they will be entitled to have their travel expenses reimbursed. Volunteers working a minimum of five hours per day will be provided with drinks and lunch.

5 Support and Supervision

All volunteers will have a named Trustee as their main point of contact for each event.

There will be a briefing at the beginning and a de-briefing at the end of each session.

The named contact will support the volunteers and will seek their feedback at the debrief and discuss any problems or issues that may arise.

6 The Volunteer's Voice

The views and feedback from volunteers are valued by the Trustees.

Feedback will be sought by the named contact after each session, however volunteers are encouraged to express their views about matters concerning the Millennium Green and the work of the Trustees to any Trustee.

All volunteers are invited and encouraged to attend the Annual General Meeting.

7 Insurance

All volunteers are covered by the insurance policy whilst they are on the Millennium Green or engaged in any work on behalf of the Trustees.

8 Dealing with Problems

Where a volunteer has an issue they should, if appropriate, attempt to resolve the matter informally by reporting this to the named contact or one of the other Trustees. If their concerns are still not resolved they should follow the Complaints Handling Policy.

Where the Trust has an issue with the work of a volunteer, a Trustee will explain the situation to the volunteer and attempt to resolve the matter informally.