

# WELCOME



Acknowledging **Youths** CIC

## **VOLUNTEERS & INTERNS** Induction Pack

Making a positive contribution to the  
lives of young people and raising  
their aspirations

We hope this induction pack will give you an  
insight into the way we work.  
Volunteers / Interns are invaluable to the Centre –  
without you we would not be able to provide the  
service that we do.

[www.acknowledgingyouths.org](http://www.acknowledgingyouths.org)

# How we involve Volunteers / Interns

As a volunteer / intern you may be involved in Acknowledging Youths CIC in many different ways. We have volunteers coming in throughout the week fulfilling various different roles. If you only come in one day a week you may not realise the extent to which other people are involved as volunteers. The following provides you with a brief description of the roles volunteers have within Acknowledging Youths CIC. If you have any questions about how you could get involved with other aspects of our please ask the Co-ordinator.

## Expectations

We expect all of our volunteers / interns to comply with the centres policies and procedures, as a VCW volunteer you are representing the public image of Acknowledging Youths CIC and we therefore expect you to act accordingly. All volunteers / interns are given a task description which sets out clearly what their roles are. We will provide support, supervision and relevant training to our volunteers / interns. We will also keep volunteers / interns informed of any relevant changes to the organisation which affect their work. Volunteers / interns are asked to check their pigeon hole and the centres whiteboard, located next to the photocopier for any relevant information.

## Trial period

All volunteers / interns are offered a trial period of one month, during that time they will be able to get a feel for what the work involves and if they are happy they are welcome to continue to volunteer with us. If they think the role is not suitable, Acknowledging Youths CIC is able to assist with finding a suitable placement.

## What we can offer you?

- A chance to develop your skills and knowledge of volunteering and the voluntary sector in Westminster.
- 'Hands on' experience of working in a busy charity.
- A friendly team of workers.
- Experience of working with a wide range of people.
- Training in working with a 'matching' database system and other training around communication skills.
- Support and review sessions.
- Travel and refreshment expenses.
- Social events.

# Frequently Asked Questions

This section contains answers to some of the frequently asked questions by new volunteers. It is by no means complete so please feel free to ask about anything that is not covered here. (Further information can be found in the policies in the attached appendix).

## **What about volunteering hours?**

Volunteering hours should be agreed with the Development Officer whose project you are volunteering for, they are usually between the hours of 9-5. You should aim to arrive on time, as other colleges will have organised their work to include you. It is important that you inform us if you will be late or unavailable as soon as possible because we are providing a service to the public. If there are particular circumstances please talk to us about these.

## **What should I do if I can't come in?**

You will have agreed with your Volunteer Co-ordinator what hours and days you are going to volunteer. If you are unable to attend on a particular day please let us know to allow us to make alternative arrangements. When volunteers don't turn up without letting us know this can cause disappointment and inconvenience to other staff, volunteers and clients within the centre. We understand that things like accident and illness cannot be anticipated.

Therefore simply call the main reception line 0207 402 8076, if no one answers leave a message and a member of staff will pick this up and pass your message on to the relevant person.

## **How can I get more involved in the Centre?**

Acknowledging Youths CIC actively seeks to involve volunteers in the running of it and any decisions made which may affect them. We know that volunteers have valuable ideas and suggestions. We have a number of Team Days a year when staff, volunteers and Trus-

tees get together to discuss the work of Acknowledging Youths CIC and to have fun!

## **What training and support does Acknowledging Youths CIC provide?**

We will provide appropriate training and support for your role. Supervision and support sessions are held with all volunteers giving you the opportunity to talk about your work. If at any time you feel you would benefit from other training, tell us – it is important to feel confident in your role. Depending upon the nature of your role, there may be other support meetings that we ask you to attend and these will be explained in your role description.

Day-to-day support is always available for volunteers either from the Volunteer Co-ordinator or another member of staff of whom you will be informed.

## **Will my expenses be paid?**

You will be reimbursed expenses incurred during your volunteering such as travel and refreshments. The key information from this policy is as follows:

- All volunteers will be reimbursed for their travel expenses.
- Volunteers are also entitled to lunch up to the value of £(insert amount) if working a full day shift and (insert amount) if working a half-day shift.

All travel and meal payments are made only on production of valid receipts.

## **How long do I need to commit to my volunteering placement?**

You can volunteer for as long as you like, we want our volunteers to be happy in their role, if you decide that the volunteering placement isn't for you we can help you to find another placement. All volunteers will be offered an exit interview when leaving the organisation so we know what kind of volunteering experience you

have had with us, which will allow us to improve in the future if necessary.

## **Am I Insured?**

Employers liability insurance has been arranged to cover anyone volunteering with us, all volunteers roles are risk assessed, volunteers are entitled to see a copy of the risk assessment that is relevant to their role.

## **I am unemployed, can I volunteer?**

You can volunteer for as many hours as you like as long as you still meet the conditions to get your benefit or tax credit. The old rule that you can only volunteer for 16 hours a week no longer applies. If you want to volunteer and are claiming benefits you should discuss this with a benefits advisor before you start your volunteering placement. For a copy of the DWP guide to volunteering while on benefits publication please speak to the volunteer coordinator.

## **If I'm not happy doing a particular task, can I refuse to do it?**

Volunteers have the right to refuse to do a task which they consider to be unrealistic, beyond the scope of their role or which they feel they do not have the skills to carry out. If you are unhappy about a task that you have been asked to do, you should speak to the relevant project coordinator.

## **What policies do I need to be aware of?**

Acknowledging Youths CIC has policies that relate to both staff and volunteers a full list of these can be found in the appendix at the end of this induction pack.

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# Volunteers & Interns Policy

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THE ORGANISATION PROVIDING THE VOLUNARY WORK PLACEMENT expects all volunteers to comply with management and to conform to THE ORGANISATION's rules at all times.

## **RULES**

1. Volunteers / interns should satisfactorily perform the instructions given for carrying out the function of their voluntary work placement.
2. Volunteers / interns should satisfactorily perform any reasonable request relating to their function by an authorised manager.
3. All absence from work, except for reasons of sickness, should be authorised by your contact at THE ORGANISATION PROVIDING THE VOLUNARY WORK PLACEMENT.
4. There should be proper and authorised use of THE ORGANISATION equipment, time and property.
5. Making of long or numerous private telephone calls (and emails) is not permitted.
6. Removal of THE ORGANISATION property from the premises without permission is not permitted.
7. All safety rules should be adhered to at all times.
8. Threatening, aggressive or violent behaviour or language is not permitted and may lead to termination of the voluntary work placement – this applies both during working hours and outside of the work environment.
9. Discriminatory behaviour, language, or non-verbal language is not permitted.
10. Harassment of individuals, whether sexual or otherwise, is not permitted.
11. Bullying of individuals, in any form, is not permitted.
12. Behaviour or actions that would in any way jeopardise the safety or well-being of other employees is not permitted.
13. Unnecessary disclosure of confidential information concerning the work of THE ORGANISATION or its employees is not permitted.
14. The drinking of alcohol or the taking of illegal drugs on THE ORGANISATION premises is not permitted.
15. Gambling on THE ORGANISATION premises is not permitted.
16. Smoking or drinking on THE ORGANISATION premises is not permitted.
17. Volunteers / interns must not behave in a way that brings or may bring THE ORGANISATION into disrepute.
18. Volunteers / interns will not bring sexually explicit material (pornographic) into the workplace or engage in inappropriate sexually explicit conversation within the workplace.
19. Volunteers / interns will dress in a manner suitable for the workplace.
20. Shouting and verbal intimidation is also seen as unacceptable and will constitute immediate termination of the voluntary work / internship placement.

The following are examples of the kind of behaviour which can constitute gross misconduct and which could lead to immediate termination of the voluntary work / internship placement:

- Physical violence towards anybody: this applies to your role as a volunteer / intern but also outside of the work environment
- Behaviour that seriously jeopardises health or safety
- Serious misuse of the trust that exists between volunteers, employees and anyone for whom THE ORGANISATION is responsible
- Incapacity for work due to being under the influence of illegal drugs or alcohol
- Gross insubordination
- Deliberate damage to THE ORGANISATION property
- Serious infringement of the rules of THE ORGANISATION

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# Expenses & Subsistence Policy

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## 1. TRAVEL FOR VOLUNTEERS / INTERNS

- 1.1 Acknowledging Youths CIC will reimburse travel costs incurred by all parties that are incurred through work or volunteering, provided adequate evidence of such costs are submitted.
- 1.2 Where rail or bus fares are claimed, these should be the lowest standard fare available. Taxis should only be used in exceptional circumstances (e.g., in the event of a large number of people requiring transport to the same venue, or the transporting of bulky equipment).
- 1.3 If using a private vehicle, Acknowledging Youths CIC will reimburse mileage in accordance with the recommended rate as defined by HM Revenue and Customs at the time of the claim. It is the responsibility of the vehicle driver to record mileage and take the most appropriate route for the journey. It is the responsibility of the member of staff using the vehicle to ensure that it is appropriately insured.
- 1.4 When using an Oyster Card it is necessary to obtain a printout of the journey that is being claimed for.

## 2. SUBSISTENCE FOR VOLUNTEERS

- 2.1 Acknowledging Youths CIC believes that volunteers / interns involved in helping their Centre to meet its aims and objectives should not be out of pocket as a result of their volunteering activity. Acknowledging Youths CIC will provide an additional allowance to volunteers for lunch expenses.
- 2.2 This allowance should be claimed in accordance with the procedures laid out below (and providing that individual's personal situation permits them to claim).
- 2.3 Lunch expenses as followed: up to £4.00 per person, per day, for an individual volunteering / intern.

## 3. CLAIMING EXPENSES & SUBSISTENCE

- 3.1 In all cases payment for travel and/or lunch, for both volunteers / interns, will only be made upon production of a valid receipt or Oyster Card printout.
- 3.2 Claims for travel and other expenses must be made using the Petty Cash Claim Forms. For volunteers /interns, their claim must be authorised by the Volunteer Coordinator.
- 3.3 Claims will only be authorised where the expense was clearly incurred in the course of Acknowledging Youths CIC's work. It is recommended that both staff and volunteers / interns ensure receive authorisation before any expenses are incurred, in order to ensure reimbursement.
- 3.4 All claims, with the exception of mileage allowance, should have valid receipts to support them. These must be securely attached to the Petty Cash Claim Form. In addition, a claim should explain why the expense has been incurred.

## 4. PAYMENT OF EXPENSES

- 4.1 Under normal circumstances, Acknowledging Youths CIC is not in a position to make pre-payment of expenses for members of staff. If pre-payment is required this must be discussed with the Chief Executive Officer. In addition, pre-payment of expenses will only be made if appropriate under relevant HM Revenue and Customs rules and regulations in force at the time of the request.
- 4.2 However, Acknowledging Youths CIC will make every effort to make payments in advance to volunteers / interns, especially for those unwaged or on low incomes, in order to reduce financial barriers to volunteering. However, please note that pre-payment of expenses will only be made if appropriate under relevant HM Revenue and Customs rules and regulations in force at the time of the volunteering / internship activity.
- 4.3 Payments in advance for volunteers / interns require the approval a line manager (or Chief Executive Officer) and may only be paid at the discretion of the Chief Executive Officer.
- 4.4 Acknowledging Youths CIC takes its ability to provide volunteering / internship opportunities that are accessible to all extremely seriously and sees any breach of this as a matter that will be addressed under its Equality & Diversity Policy.

## 5. CONDITIONS FOR CLAIM

- 5.1 Both members of staff and volunteers / interns are expected to use the most cost effective method of travel, subsistence and accommodation available to them.
- 5.2 Therefore rail journeys will normally be standard class; however, where first class travel is cheaper this is permitted and may be claimed.
- 5.3 Where a long car journey is involved, the individual should investigate whether the cost of hiring a car and buying fuel would be less than a mileage claim.
- 5.4 In addition, approval of claims will be based on a consideration of the most cost effective way of fulfilling a task (e.g., an individual may need to stay overnight if this means that a cheaper fare is available the following morning).
- 5.5 Individuals are generally not expected to begin a journey before 06:00 and end it later than 21:00.
- 5.6 Individuals you are generally not expected to travel for longer than 8 hours in total per day, and for more than two 6 hour travelling periods each day on two or more consecutive days.
- 5.7 Consideration will be given to the special needs of people with disabilities or health conditions, such that they require assistance, special travel and/or accommodation arrangements. Please discuss with a line manager or the Chief Executive Officer.

## **6. TELEPHONE EXPENSES**

- 6.1 Reimbursement for the cost of essential phone calls will be made, including the cost of mobile phone calls. An itemised bill should be provided in support of an expenses claim for all such calls.
- 6.2 All claims for telephone or mobile calls must be authorised by a line manager or the Chief Executive Officer.

## **7. CHILDCARE & DEPENDANT CARERS FEES**

- 7.1 Consideration will be given to meeting the cost of childcare and dependant care fees where members of staff or volunteers / interns are required to meet these commitments outside normal working hours.
- 7.2 All such claims must be authorised by a line manager or the Chief Executive Officer.

## Acknowledging Youths CIC


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