



Door 84 Volunteer Policy

Vision Statement:

Door 84 Youth and Community Centre (“Door 84”) is a Registered Charity (Charity Number: 1203574 and operates from premises situated at 84 Lowther Street, The Groves, York, YO31 7LX (Telephone - 01904 623177; website - www.door84.org.uk).

Door 84 provides activities for children, young people, vulnerable adults and (where circumstances permit) their Carers and families and also works with local community members and other users of its premises.

Door 84 facilitates and coordinates various activities including: open access youth and community sessions, community events, open days, residentials, day trips, which may include remote supervision, specific project work, mentoring, one to one support working and engagement with other building users.

The following definitions shall apply:

- “The Building” means 84 Lowther Street, The Groves, York, YO31 7LX.
- “Building Users” means other users of the Building.
- “Participants” means children, young people, vulnerable adults and any other user of the building or of the services offered by Door 84.
- “Worker” means anyone working on behalf of Door 84 including (but not by way of limitation) Senior Managers, members of the Management Committee of Door 84, paid staff (whether full time, part time or ad-hoc), volunteers, sessional workers, project workers, agency staff and students.

Purpose of the Policy

The Volunteer Policy identifies and sets out the principles by which Door 84 works with Volunteers, the benefits it gains from its Volunteers and benefits that Volunteers expect to gain. This Policy sets out the standards for recruitment, appointment and induction of Volunteers to ensure that both Volunteer and Door 84's expectations are met. It provides for fair and equal treatment of its Volunteers and a framework for implementation within the Organisation.

Who the Policy applies to

This Policy is for staff that work with and provide support to Volunteers within Door 84 and for Volunteers themselves. The Policy will also be useful for Organisations and individuals with whom Door 84 has partnerships with. The policy will be provided to all Door 84 Staff and Volunteers.

Who are Door 84 Volunteers?

A Door 84 Volunteer is someone who freely chooses to offer their time to undertake tasks and activities to assist Door 84 achieve its aims without payment or expectation of payment. The arrangement is voluntary on both sides and either party is entitled to bring this to an end.

Broadly, Door 84 recognises various Volunteer Roles within its Organisation including:

- Volunteer Youth/ Community Worker
- Office Volunteer
- Cafe Volunteer
- Fundraising/ Events
- Facilities
- Young Volunteer

Door 84 seeks and values the following attributes that volunteers bring

- A genuine interest in helping Young People and Community Members
- A non-judgmental attitude
- A willingness to listen and learn new skills
- Understanding, commitment, and reliability

Door 84 is unable to accept applications from applicants who are not willing to commit to Door 84's aims and objectives and from those whom Door 84 considers to be unsuitable for the role.

Equal Opportunity and Diversity

Door 84 is committed to building a diverse organisation that is responsive to the needs of Young People, Community Members, and our stakeholders. Door 84 is also committed to equal opportunities at all stages of recruitment and selection,

short-listing, interviewing and selection of volunteers should always be carried out without regard to protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex; and sexual orientation.

The link to the Policy is; [Equal Opportunities and Diversity Policy .docx - Google Docs](#)

The value and benefits that Volunteers bring to Door 84

Door 84 recognises that volunteers are an enormous resource in helping to meet its aims.

They bring a wealth of expertise, knowledge, experience, and skills to Door 84 Specifically.

Volunteers:

- Assist the Youth/Community Workers to deliver much of the face-to-face work with Young People and Community Members.
- Assist with facilities, their use, maintenance and upkeep.
- Enrich the quality of service delivery.
- Provide contacts and networking opportunities that help promote and raise the profile of Door 84.
- Offer specialist knowledge in a variety of areas.
- Provide an interface between Door 84, the local community, funders, referrers, and other partners upon whom Door 84 relies.

The Benefits to a Volunteer supporting Door 84 Youth and Community

Supporting Door 84 provides volunteers with:

- The ability to make a difference in the lives of individual young people and Community Members, thereby contributing to society as a whole
- An opportunity to be part of a successful charity who is passionate about the work they do
- Personal development opportunities and rewarding experiences
- Networking opportunities and interaction with other volunteers, supporters, and Door 84 staff
- Boost your career options

Door 84's principles of working with volunteers

Door 84 has several defined principles and processes relating to a range of areas and aspects that underpin volunteer involvement in its activities. These are outlined below.

The principles will ensure fair and equal treatment of all Volunteers.

Door 84's Safeguarding Young People and Adults.

The Safeguarding Children & Adults Protection Policy gives clear procedures for responding to concerns regarding the safeguarding and protection of children, young people, and adults. Combined with the associated procedures, and guidance, the policy provides a structure for staff and volunteers that may come across concerns of this nature within the context of their work.

All volunteers should read this policy during their induction period alongside appropriate policies for their role - to be agreed upon between the Volunteer and the Volunteer Coordinator with the support of Line Managers.

Door 84's Safeguarding policy **Safeguarding Policy October 2023**

Recruitment and appointment of new Volunteers

Door 84 requires the use of an application form to collect information on all prospective volunteers. Additionally, all volunteers will be formally interviewed to provide relevant information and explore their aspirations and the experience they can bring to the organisation. It is important for all involved to appreciate that the interview is not a competitive process, and the sole selection criterion is suitability for the role. A DBS check is required for any volunteers who are 18+ to Volunteer on any projects at Door 84.

College or University Students (over 18 's) who are completing a placement are required by your College / University programme you will be responsible for obtaining their own DBS. You must ensure that it is **an Enhanced check that covers Child and Adult Workforce.**

Having a criminal record will not necessarily bar someone from volunteering with us. This will depend on the openness of the applicant on their application form, the nature of the position and the circumstances and background of their offence. An appropriate risk assessment will be carried out with the Leadership team and the Chair of Trustees.

As our work at Door 84 revolves around building positive relationships with Young People and Community Members, we ask that volunteers can commit to an agreed amount of time, depending on the role and the nature. This is to ensure that Young People, Community Members, and Volunteers feel that Door 84 is a stable and secure place for relationship building.

Induction process

Volunteers who have been offered a Volunteer Role must complete and have the following signed off by the Volunteer Coordinator before undertaking any Volunteering activities at Door 84;

- Volunteer Handbook must be completed
- DBS check must be completed or the application process must be started

- Online basic safeguarding certificate must be completed
- Manual handling
- At least one taster session must be attended
- Door 84's Policies and Procedures must be read which are appropriate to the role, this can be agreed and documents with the Volunteer Co-ordinator

Training

Volunteers will have a set of skills, knowledge and attributes gained from their education, work, previous volunteering, and life experiences. However, to ensure that volunteers are appropriately equipped for their role, each volunteer must undergo the appropriate induction and training process. A minimum period will be discussed with the Volunteers reflective of their role and responsibilities.

Training is available for all roles in a combination of methods through Induction, peer support, certified training, in-house training and mentoring.

Door 84 is committed to providing and signposting Volunteers with training opportunities that will enable them to grow both personally and professionally. All Volunteers are actively encouraged to take up as many of these training opportunities that are offered to them.

Management and support of Volunteers

Each volunteer will be provided with relevant management and support from the Volunteer Coordinator and other team members. This will include regular, appropriate, and mutually agreed contact.

As a minimum, volunteers will be offered a Key worker meeting every 8 weeks, where possible. Key Worker meetings offer the opportunity for Volunteers to discuss their role, share feedback, identify individual development and support needs, and to ensure that their aims set out in the Volunteer Handbook are being achieved.

Door 84 will also provide appropriate recognition and occasions to celebrate volunteers and their work, on an individual and group basis, according to specific role(s), commitment, and length of service.

Health and Safety

Door 84 will ensure that all volunteers are provided with the appropriate information, supervision, and training required to enable them to complete voluntary work safely. This includes providing suitable systems and procedures and guidance outlined in the Health and Safety Policy.

Door 84's Health and Safety Policy can be found [Door 84 - Health and Safety Policy .docx - Google Docs.pdf](#)

Volunteers must take reasonable care of themselves and others while volunteering for Door 84 and follow any health and safety advice and instruction given for their role. Volunteers should cooperate with Door 84 on health and safety matters, and immediately report accidents/incidents (including near misses – accidents/incidents

that may lead to injury) to senior members of the team and complete accident/incident reports when necessary.

Volunteers should not intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety, and welfare.

Door 84 has a duty of care to volunteers to ensure they are supported in their role.

If a volunteer finds themselves in a situation that is a threat to personal safety, their first point of contact should be a senior member of the team.

Expenses

Volunteers who volunteer at all day events or on Residential's will be provided with food and refreshments.

Volunteers will be reimbursed for any mileage costs that they have incurred from carrying out work for Door 84, such expenses must be prior agreed with a senior member of the team.

Volunteers can access the Cafe/Pantry items at the **end** of the session and purchase them at the same rate that they were priced at during the session.

Insurance

Door 84 has Employers' Liability, Public Liability, and for all Volunteers whilst working on Door 84's activities.

All Volunteers who already hold business-class motor insurance will be automatically covered for their work on behalf of Door 84. Volunteers are not required to hold this level of insurance to Volunteer with us, it would be the Volunteer's personal choice to take out this type of Insurance.

Confidentiality, copyright, and data protection issues

All volunteers are required to comply with Door 84's Confidentiality Policy with regard to their dealings with Young People and Community Members and to keep confidential any information they become aware of through their volunteering that is not in the public domain.

Door 84, in complying with the Data Protection Act 1998, will treat in confidence the information it holds about Volunteers. Volunteers have the right to request to see all the information held about them by Door 84.

Volunteer information, such as application forms, references, and any reports regarding conduct concerns, will be stored in a safe and secure location.

Door 84's Confidentiality Policy link is; [Door 84 - Confidentiality and Information Sharing Policy .docx - Google Docs](#)

Leaving Door 84

Volunteers are free to cease volunteering with Door 84 at any time, although, wherever possible, an agreed period leading up to this point would be helpful to give Door 84 time to make any alternative arrangements required.

Due to the nature of the role, it is vital to let Door 84 know if you cannot attend any sessions. This can be done by telephone, ideally, or email. Failure to contact Door 84 **more than twice** if you are unable to attend a session will unfortunately result in your Volunteer Agreement potentially coming to an end.

Door 84 will offer volunteers the opportunity to feedback before leaving their roles. Volunteers will be invited to attend a final key worker meeting and to complete a 'Your Experience' questionnaire form. Door 84 will ensure they are appropriately thanked for their support.

Volunteer Feedback

We provide a range of opportunities for Volunteers to offer feedback on our processes, support, and work. These are inclusive of annual reviews.

We are committed to reviewing our policy and good practice annually and will amend more frequently should legislation or reflective practice highlight the need for amendments.