



volunteer centre
Ionad d'Obair Dheonach Cathair Bhaile Átha Cliath Theas
DUBLIN CITY SOUTH

Volunteer Policy

Our Mission

Dublin City South Volunteer Centre is a responsive and versatile organisation that promotes high quality voluntary activity by supporting organisations to build their capacity as volunteer-involving organisations and by assisting individuals to find meaningful voluntary opportunities.

Our Values

Dublin City South Volunteer Centre values the involvement of volunteers in our work because they help reflect the interests, needs and resources of the communities we aim to serve and bring a unique perspective on all our work.

Volunteers form an integral yet distinct part of DCSVC's team and as such compliment and enhance the services our staff offer.

DCSVC benefits greatly from the time, skills, energy and experience of our volunteers. Because we recognise the benefits of volunteering for both the volunteer and the organisation we are committed to contributing to the development of the volunteer on a personal and professional level.

DCSVC values diversity and is therefore committed to ensuring equality of access and equality of treatment for our volunteers in all our policies and practices.

Our Volunteer Programme

The Volunteer Centre Manager is responsible for the overall management of volunteer involvement, including overseeing the implementation of this policy and dealing with any complaint or grievance relating to volunteers. Designated staff members are responsible for providing support and supervision, identifying training requirements, counter-signing expense claims etc. Staff are provided with training in the management, supervision, support and training of volunteers.

DCSVC provides suitable workspace, equipment and resources for our volunteers in order to fulfil their roles.

DCSVC values the time volunteers give to our organisation and as such is committed to deciding upon and adhering to a mutually agreed schedule for both parties. Unscheduled absences can create organisational problems. Volunteers expecting to be absent are asked to inform their supervisor as soon as possible so that alternative arrangements can be made.

Volunteer Roles

All volunteers are provided with a written role description, outlining the purpose, tasks and main requirements of the role. This role is reviewed bi-annually with the volunteer's supervisor.

Insurance

Volunteers with DCSVC are fully protected by the company's public liability and personal accident insurance. However, drivers using their own vehicles in connection with their voluntary work must inform their own insurance company to ensure adequate and continued cover.

Out of Pocket Expenses

DCSVC reimburses volunteers' out of pocket expenses for travel with prior approval by the volunteer manager. A standard expenses claim form must be completed and proof of expenditure is required for all out of pocket expenses.

Recruitment & Selection

DCSVC is committed to serving all the people of Dublin City South and wishes to see all sections of the community represented among our volunteers. DCSVC will endeavour to make recruitment and selection materials available in a format accessible to any individual or group, upon request.

DCSVC implements a fair, effective and open system in the recruitment and selection of volunteers and treats all information collected in this process confidentially. All potential volunteers must register with the Volunteer Centre, provide references, and attend an interview. Additional measures may be implemented depending on the nature of the volunteer role and Garda Vetting is conducted where appropriate.

The objective of the recruitment process is to assess whether the volunteer opportunities match the potential volunteer's skills, qualities and needs.

Management of Volunteers

Letter of Welcome

All volunteers are provided with a written letter of welcome, which outlines the expectations of both the volunteer and DCSVC. This agreement may be reviewed at any time with the consent of the volunteer and the Volunteer Supervisor, including during the initial review meeting at the end of the trial period.

Induction

All volunteers are provided with an induction upon commencement of their voluntary work. The induction provides background information on DCSVC; explains our structures and procedures; describes the volunteer role and the staff team and outlines how the volunteer will be supported. During the induction period volunteers will be provided with written information on organisational policy and

codes of practice and will be given the opportunity to discuss any of the issues with the Centre Manager and/or Volunteer Supervisor.

Trial Period

All volunteer placements are subject to a trial period, the length of which depends on the nature and hours of the voluntary work. During this period volunteers are given additional support and a review meeting is held at the end of the trial period to ensure that all parties are satisfied with the arrangement.

Support & Supervision

All volunteers are allocated a named member of staff as their supervisor. At the end of the trial period the volunteer and the supervisor will decide on the frequency of ongoing support and supervision sessions.

DCSVC is committed to developing the personal and professional skills of our volunteers. Volunteers may be eligible to attend training (both in-house and external) when applicable to their role and subject to the approval of their supervisor.

Confidentiality

DCSVC respects the volunteer's right to privacy and confidentiality. In turn, we expect our volunteers to maintain the confidentiality of all privileged information to which they are exposed while volunteering in the Volunteer Centre.

Complaints

DCSVC recognises the importance of established procedures for dealing with complaints and/or challenges that may occur while volunteering. Any minor complaints made about or by volunteers or their work are dealt with by the volunteer supervisor through the usual support and supervision process in the first instance.

In the case of more serious complaints DCSVC operates a formal complaints procedure, and in exceptional instances the volunteer may be asked to leave. Serious complaints include, but are not limited to the following: gross misconduct, being under the influence of drugs (including alcohol), theft, misuse of equipment and materials, abuse of clients and co-workers, breaches of confidentiality, and repeated failure to abide by DCSVC's policies and procedures. Where a criminal offence is suspected, the matter will be handed over to the Gardai.

Exit Interviews

DCSVC strives to be an excellent place to volunteer. We conduct exit interviews with volunteers who are leaving the organisation, either because they have reached the end of their project or for some other reason. The exit interview is an opportunity for volunteers to give feedback on their voluntary experience and how, if necessary, the experience might be improved for future volunteers.

Communication

DCSVC recognises the importance of seeking volunteers' ideas and opinions regularly. Feedback from volunteers is always welcome and volunteers will be invited to join team meetings as and when relevant.