



Committee Approver	Operations Committee
Stakeholder Consultation	Joint Consultative Committee
Date Approved	October 2021
Classification	Policy
Title	Volunteer Policy
Revision Date	August 2021
Revised by	HR/OD Manager
Next Revision Date	October 2024
Related Documents	Volunteer Procedures
Location of Electronic Copy	F:\Live Polices\HR

## **1. Viewpoint's Values**

Viewpoint is here to help people enjoy their later years. Everything we do is about realising this vision, which is supported by the following set of straightforward values:

- Inspire with positive smiles and words;
- Say 'yes I can and I will';
- Celebrate experience, age and wisdom;
- Do according to our customers' wishes and ambitions;
- Treat people (everyone is a VIP) as we would a loved one;
- Work hard, have fun and laugh;
- Stay creative, courageous and ahead of the game; and
- Work with those that share our values.

These promises shape us. They're a commitment to our tenants, residents, staff and suppliers. They are fundamental to every single plan, decision and project we embark on.

## **2. Policy Statement**

Viewpoint is committed to working with volunteers and intends to continually develop and maintain relationships with volunteers, which will be of mutual benefit to both parties.

This policy does not form part of any contract of employment and we may amend it at any time.

## **3. Aim**

Viewpoint recognises that volunteers can play an important role in enhancing the lives of its tenants and residents, by furthering their aspirations and the work of the organisation. As such, Viewpoint will endeavor to match volunteers to tasks that reflect their skills, interests and experience.

Volunteers will not be deployed as part of the staffing establishment or be used to provide personal care.

## **4. Legislation/related policies**

Volunteers may have to apply to Disclosure Scotland for Protection of Vulnerable Groups (PVG) check, but this will depend on the tasks or services they are to provide and whether the volunteer will have unsupervised access to tenants or residents. Guidance on implementation of this policy is available in the Volunteer Procedures document. Volunteers will be covered by Viewpoint's Public Liability insurance.

## **5. Scope**

This policy applies to all volunteers as defined in the procedure which supports this policy, and to all trustees, senior managers, employed staff, agency workers, students and anyone working on behalf of Viewpoint, to the extent that they are working with, or propose working with, volunteers.

## **6. Compliance & Support**

It is the responsibility of all Viewpoint volunteers, and staff as necessary, to familiarise themselves with this policy. Non-adherence to this policy or failure to attend training as required may result in a disciplinary process.

Viewpoint will ensure that:

- A copy of this policy, and the procedure which support it, shall be made available to all employees;
- There is a reference copy of this policy, and the procedure which supports it, accessible on eLFY and with HR at all times.
- This policy, and the procedure which supports it, are updated regularly in accordance with best practice; and
- Any changes to this policy will be notified to employees.

Viewpoint will ensure that:

- Existing managers receive training on this policy and the procedure which supports it;
- At induction, managers will receive an awareness on this policy and training will be provided as necessary; and
- All managers will be made aware when this policy changes and Viewpoint will arrange further training as appropriate.

## **7. Equality Impact Assessment (EIA)**

No potential equalities issues have been identified in relation to the review of this policy, and consequently an EIA has not been completed.

## **8. Privacy Impact Assessment (PIA)**

No data protection implications have been identified in relation to the review of this policy, and consequently a PIA has not been completed

## **9. Monitoring & Evaluation**

Viewpoint's Volunteer Policy will be fair, reliable, robust and auditable, i.e. capable of scrutiny.

Viewpoint will ensure that this policy, and the procedure which supports it, are reviewed by the HR team to check legal compliance and fairness.