



## SCRP 4

Policy Title: Volunteers policy

### Introduction

This policy is aimed at those volunteers who are not signed up as a station partner within the terms of the Train Operating Companies station adoption policy/process. Those attending Line Steering groups which can include representatives of local community groups, rail bodies, Local Authorities, TOCs, NR, Transport bodies are subject to the Line Group terms of reference which is SCRCP policy No 10

There are some limited occasions where the Southeast Communities Rail Partnership (SCRCP) seeks to appoint a volunteer to undertake a specific role or task under its supervision. The SCRCP welcomes such support and this policy sets out what, in general terms, the SCRCP expects from its volunteers when they are carrying out a voluntary role on its behalf.

In line with its objectives SCRCP seeks to involve volunteers to:

- To assist the organisation in meeting its objectives.
- To encourage local community involvement at and around railway stations.
- To support the SCRCP to increase its productivity and capacity.
- To benefit as an organisation from new skills, experiences, and perspectives which volunteers will bring.

#### **‘Statement of Intent’:**

- SCRCP does not intend to introduce volunteers to replace or reduce paid staff
- SCRCP is committed at all levels to working positively with volunteers
- SCRCP will offer volunteers a full induction into the organisation

Under the following headings the practical aspects of the involvement of volunteers are set out as good practice. Volunteers should also read the organisations relevant policies on these key issues as referred to below.

### **SCRCP Volunteer**

An SCRCP volunteer assists SCRCP with the above SCRCP objectives on an individual basis.

### **Recruitment**

SCRCP will work with its relevant line steering group/partners to identify volunteer opportunities and to identify possible individuals.



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A trial period will be agreed with the volunteer at the end of which a review will be held and both the SCRCP and the Volunteer will be given the opportunity to reassess the suitability of the arrangements agreed between each party.

### **Volunteer Role Outlines**

Where an opportunity for a volunteer is established the SCRCP will outline the role and the volunteer will be asked to agree to undertake the task set out in the outline of the role. All volunteers will be supervised by the SCRCP. The role can be updated and revised with the volunteer during regular review and supervision meetings. The volunteer will not be required to supervise or in any way manage an individual or groups who may be undertaking projects in and around the station(s) where the volunteer is based.

### **Induction & Training**

All volunteers will receive an induction into the work of the SCRCP and their area of activity in line with the appropriate SCRCP policies. Training will be provided where appropriate.

### **Expenses**

SCRCP CIC will pay reasonable out of pocket expenses in line with the SCRCP's expenses policy.

### **Supervision & Support**

All volunteers will be given a named contact who will act as their main contact and supervisor. This person will ensure that regular supervisory meetings and reviews are held. These meeting and reviews give both the Volunteer and the SCRCP an opportunity to feedback on progress, future developments, and any problems.

### **Insurance**

All volunteers will be covered by SCRCP CIC. insurance whilst at SCRCP premises or engaged in voluntary work on SCRCP's behalf.

### **Equal Opportunities & Diversity**

SCRCP operates an Equal Opportunity and Diversity policy. Please refer to this policy document for full details. All volunteers are covered by this policy.

### **Health & Safety**

SCRCP operates a Health and Safety policy. Please refer to this policy document for full details. All volunteers are covered by this policy.



## Problem Solving Procedure

All volunteers are asked to raise any problems, grievances, or difficulties with their named supervisor at the time or as near as possible to the time that they occur.

If the problem, grievance, or difficulty is with that supervisor or is not resolved fully by that person, volunteers are asked to raise the issue with the relevant Line Group Chairman or any of the SCRP directors

In the case that SCRP wishes to raise a problem, grievance, or difficulties with the volunteer this will be done in private and all practicable efforts will be made to resolve these with the volunteer.

## Confidentiality

All volunteers are bound by the same rules of confidentiality as paid staff and the relevant SCRP policies apply.

Status	Draft agreed by	Considered by Board	Final version approved	Review
Date	2020			Yearly
Date Reviewed	Reviewed By		Comments	
25 <sup>th</sup> Nov 2020	CIC Board			