



# VOLUNTEER POLICY

This policy sets out the process for recruiting and working with volunteers in a fair and equitable manner. Its aim is to ensure that the benefits of volunteering are maximised for both the volunteers and the Citizens Theatre. This policy does not apply to Learning project participants or those on work experience placements, including school pupils and students.

## **Volunteer Definition**

A volunteer is anyone who, without payment, carries out an activity or contributes to the operation of an activity at the direction of, and behalf of, the Citizens Theatre.

## **Role of Volunteers**

The role of volunteers is to supplement, not replace, staff or the duties normally done by them and add extra value to the existing activities of the Citizens Theatre.

Volunteers will have a named contact within the Citizens Theatre staff who will provide support and supervision.

The Citizens Theatre recognises there may be barriers that prevent people from volunteering. We welcome volunteers from a variety of backgrounds and will offer additional support as required and within reason.

## **Recruitment**

Role descriptions will be produced for each volunteering opportunity. They will be advertised on the Citizens Theatre website and through our digital channels including email databases and social media. In addition, we will use partner organisations to extend the reach beyond our databases and followers.

Volunteers will be required to complete an application form and attend an informal interview to help assess suitability for the volunteering opportunities available. Two written references will also be required.

Any volunteering opportunity lasting over six weeks shall initially have a trial period of 30 days. For any opportunity less than six weeks long, the trial period will be decided by a Citizens Theatre staff member, where deemed relevant.

## **Induction**

All volunteers will receive a general induction covering housekeeping issues, health and safety, the nature and purpose of the organisation, and requirements of the volunteer role. A copy of the Volunteer Handbook will be distributed during induction and will include the above information, along with copies of the company's Health and Safety, Equal Opportunities, Data Protection Regulation and Environmental policies.

### **Volunteer Agreement**

All volunteers will be asked to sign an agreement between themselves and the Citizens Theatre. This is not a contract of employment but a list of responsibilities to be followed by both volunteer and the Citizens Theatre. A copy of the signed agreement will be stored by the Executive Director.

### **Support and Supervision**

Each volunteer will have a Citizens Theatre staff member assigned to them who will support the day-to-day guidance of the volunteer and meet with them as regularly as is appropriate and proportionate to the length and regularity of the volunteer's involvement. They will regularly review the volunteer's experience and seek feedback as well as identifying future goals.

### **Training and Development**

Training and development needs will be discussed as appropriate to each volunteer role.

### **Volunteer Responsibilities**

The tasks that volunteers will be responsible for will be discussed and agreed with the Citizens Theatre staff member responsible, with records kept of meetings, decisions taken, work undertaken and volunteer achievements.

### **Confidentiality**

Volunteers will be expected to observe confidentiality and not disclose any information that is not within the public domain, including on their own private social media accounts.

### **Problem Solving and Complaints**

All problems and complaints will be treated confidentially and will only be discussed with those directly involved in resolving them. All complaints will be dealt with openly, fairly and quickly to protect volunteers and ensure minimal disruption to the normal operation of the company.

### **Age**

There is no upper age limit or minimum age criteria for volunteers. However:

- Any volunteer **aged under 16 years** will be subject to parental consent;
- Any volunteer **aged under 18 years** should be supervised by a Citizens Theatre member of staff.

There is no maximum age limit criteria for volunteers however all volunteers will be expected to be able to judge the impact that volunteering may have on their wellbeing and of those around them.

### **Disclosure Scotland: Membership of the Protection of Vulnerable Groups (PVG) Scheme**

Due to the nature of some of our work with young people and vulnerable adults, the Citizens Theatre may ask volunteers to join the Disclosure Scotland PVG scheme. The Citizens Theatre will pay the volunteer expenses associated with joining the PVG scheme.

### **Health and Safety issues**

All tasks undertaken should comply with relevant Health and Safety procedures as per the Citizens Theatre Health and Safety Policy, outlined in the Volunteer Handbook. Volunteers should always

report any accident or incident to a member of staff to ensure that our normal procedures are followed. Volunteers must not act outside their authorized area of work or duties.

### **Expenses**

Volunteers should not be out of pocket as a result of their volunteering. The Citizens Theatre will reimburse volunteers for travel costs to and from the volunteering location. It is expected that volunteers should use the cheapest form of transport possible. Volunteers will be required to complete a Volunteer Expenses form and provide a receipt in order to be reimbursed on the day of travel.

### **Equalities**

The Citizens Theatre aims to treat people fairly, with respect and with dignity, and extends its Equal Opportunities Policy and Equalities, Diversity and Inclusion plan to cover all volunteers, who will be expected to follow this Policy during their time volunteering.

### **Ending a Volunteer Agreement**

Volunteers can stop volunteering at any time and should let their staff contact know as soon as possible. An exit meeting to gather feedback will be arranged with any volunteers leaving the company wherever possible.

### **Last updated October 2018**

**This policy will be reviewed by the Chief Executives and in consultation with Citizens Theatre staff and volunteers in August 2020.**